Nokia Care Academy

Service Manual for L1 and L2

Nokia Lumia 710

RM-803, RM-809

Key features

- Windows Phone Mango operating system
- Large 3.7" LCD TFT ClearBlack screen (not OLED)
- Sync, store and share media files
- Best instant social experience
- Fast browsing with IE9

Version 1.0

Exploded view

More

Disassembly steps

More

Disassembly video

More

Assembly hints

More

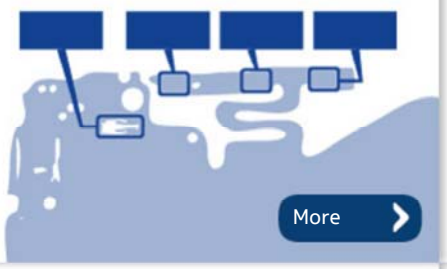
Assembly hints video

More

Service devices

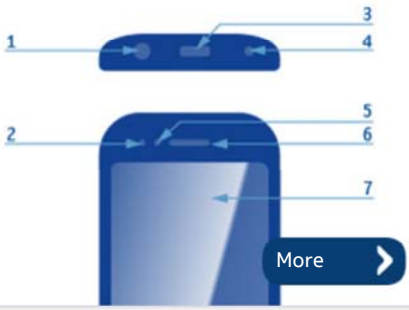
More

Solder components



More

Product controls and interfaces



More

Service concept

More

Phone reset

More

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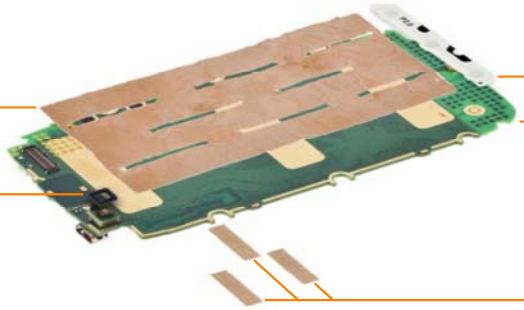
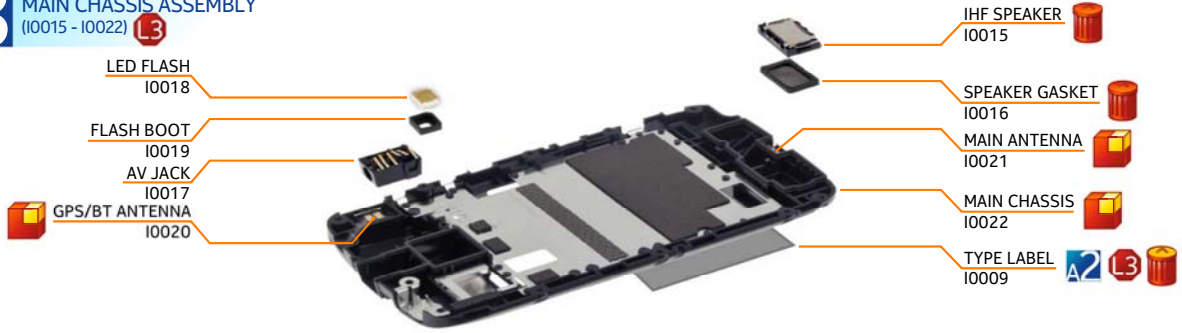
Exploded view

A1 A-COVER ASSEMBLY
(I0001, I0002, I0004)

A2 LIGHT SWAP PACKAGE
(I0006 - I0011) L3



A3 MAIN CHASSIS ASSEMBLY
(I0015 - I0022) L3



v1.0

Only available as assembly | Not reuseable after removal | L3 Repair/swap only in level 3

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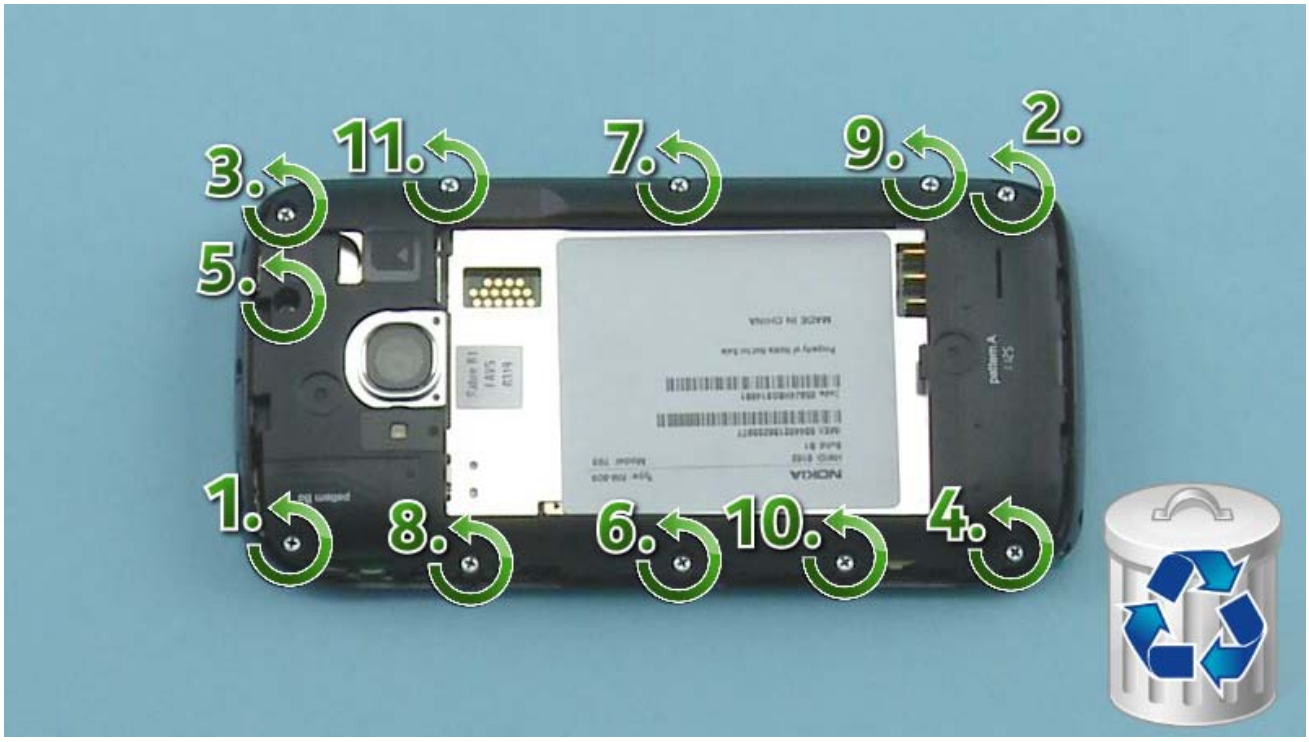
For disassembling you need the Nokia Standard Toolkit version 2. You will also need the camera removal tool SS-278 and an AV plug.

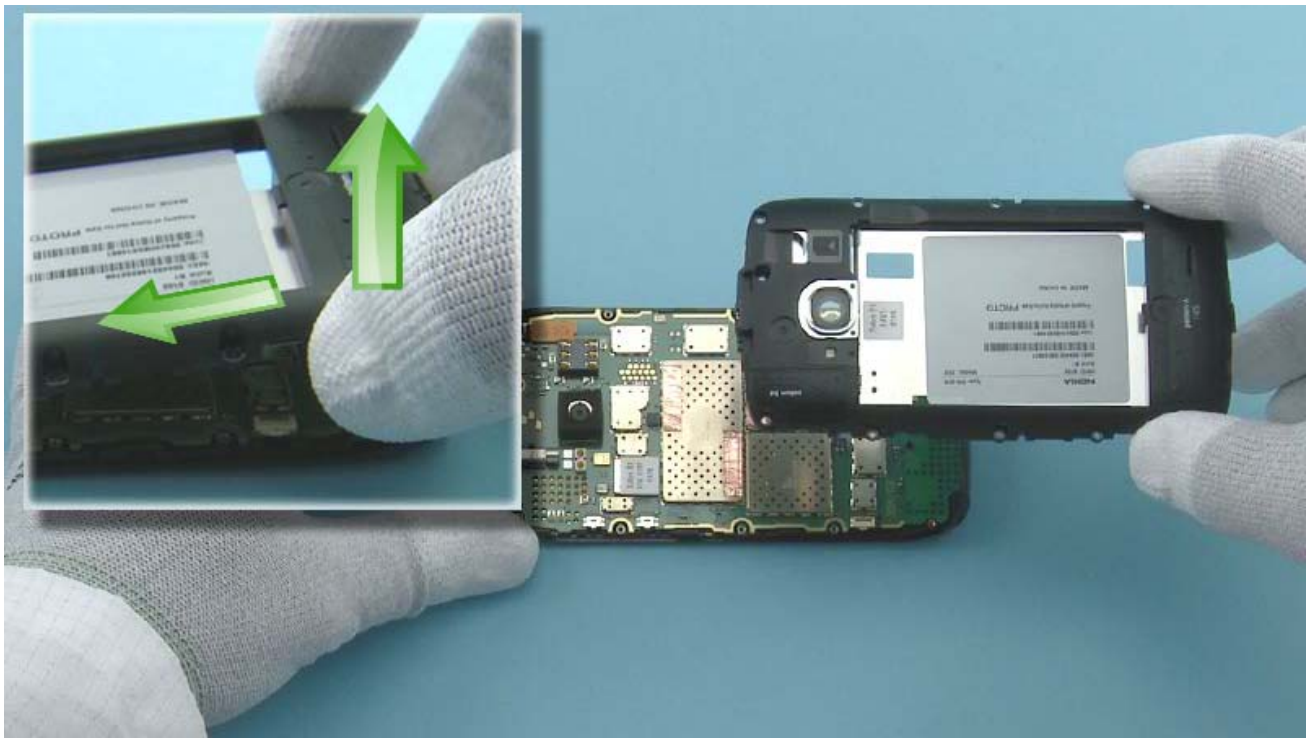
Protect the A-COVER with protective film.

Use the opening notch on the left side of the device to release the BATTERY COVER.

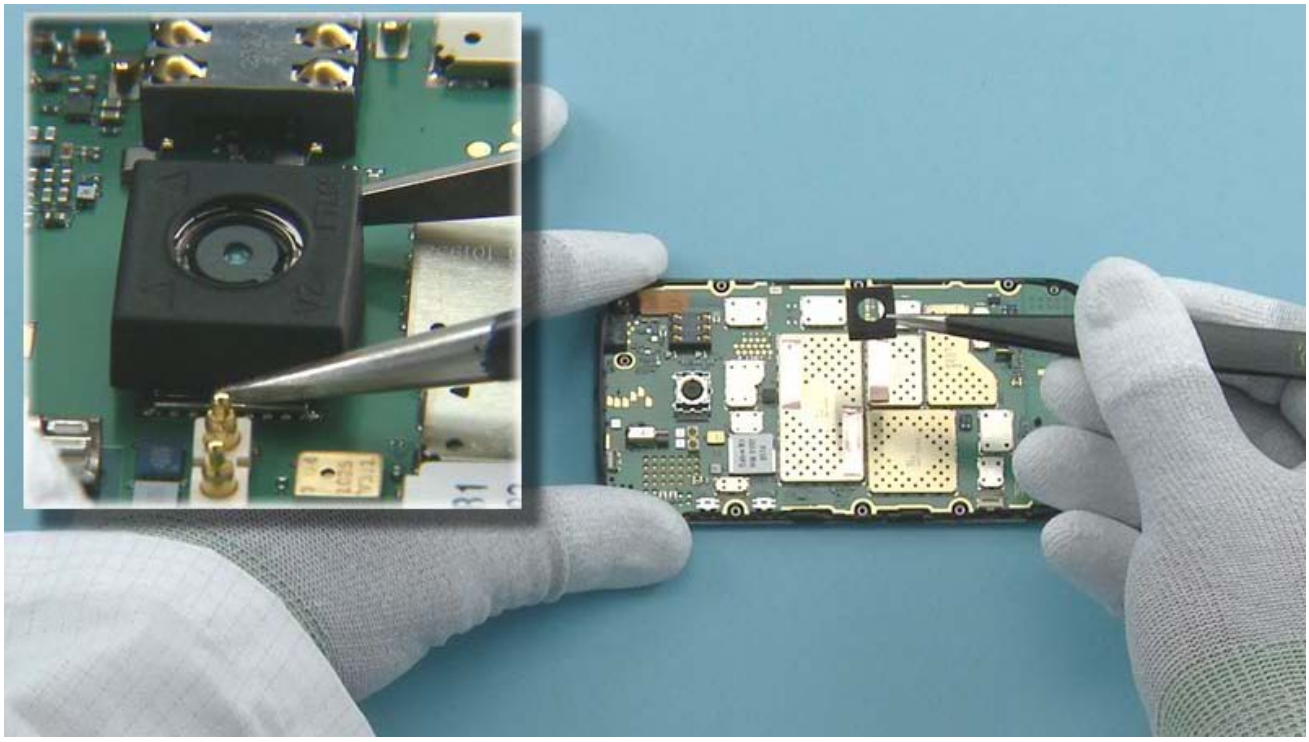
Remove the BATTERY COVER.



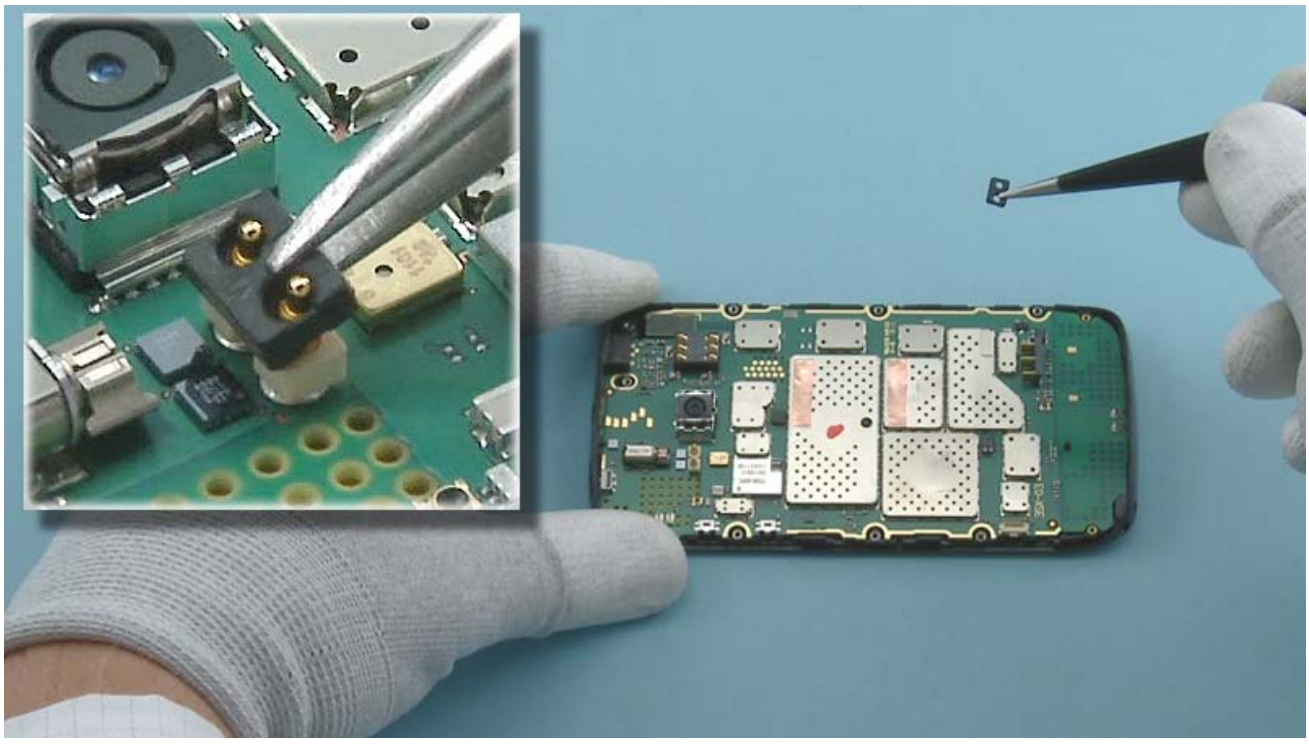
Unscrew the eleven camera cross screws in the order shown. Do not use them again. Discard them.



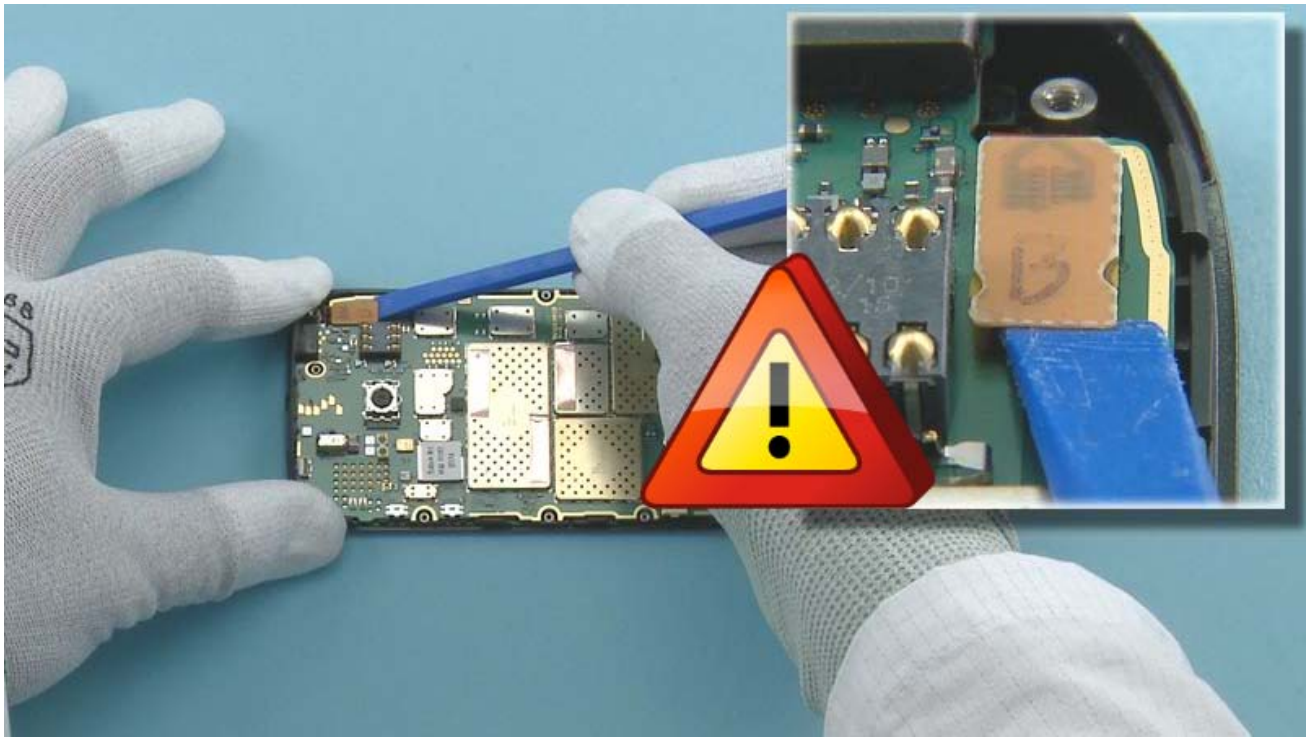
Push the MAIN CHASSIS slightly forward and lift up the bottom end. Remove the MAIN CHASSIS.



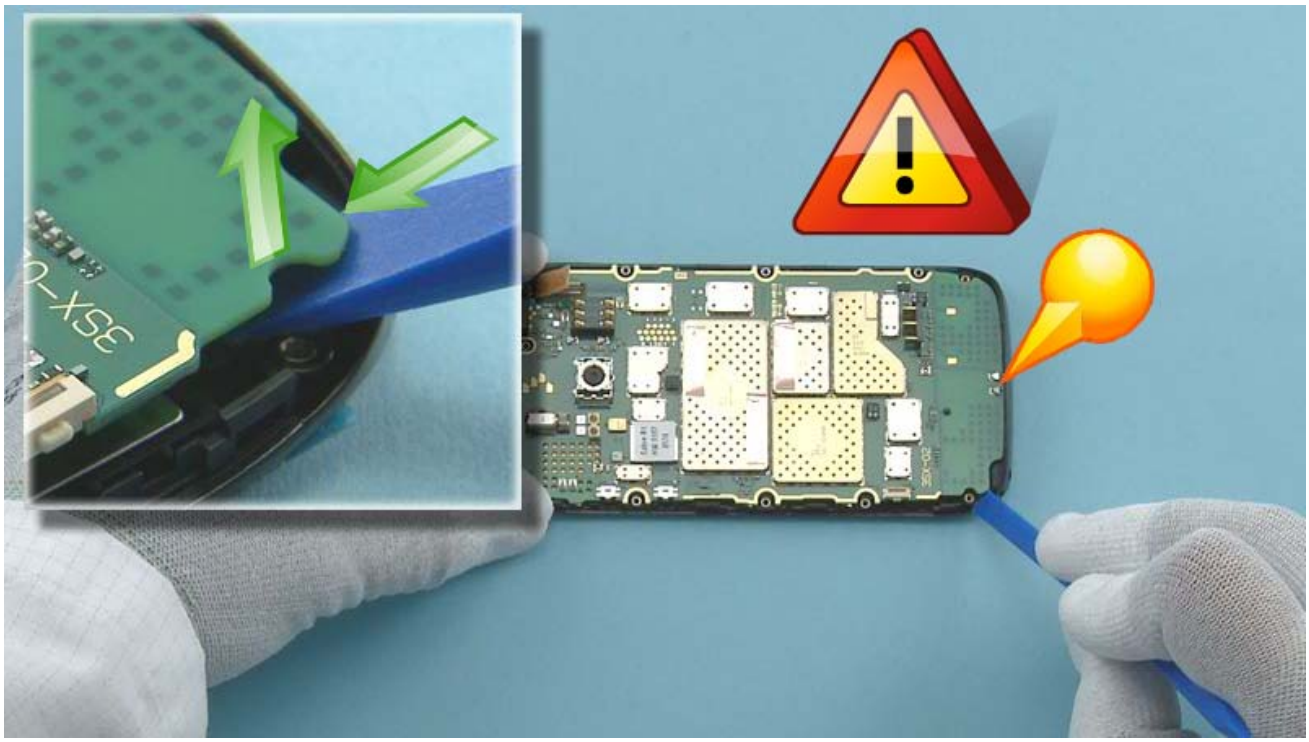
Remove the CAMERA LENS BOOT with tweezers. Use plastic tweezers if available.



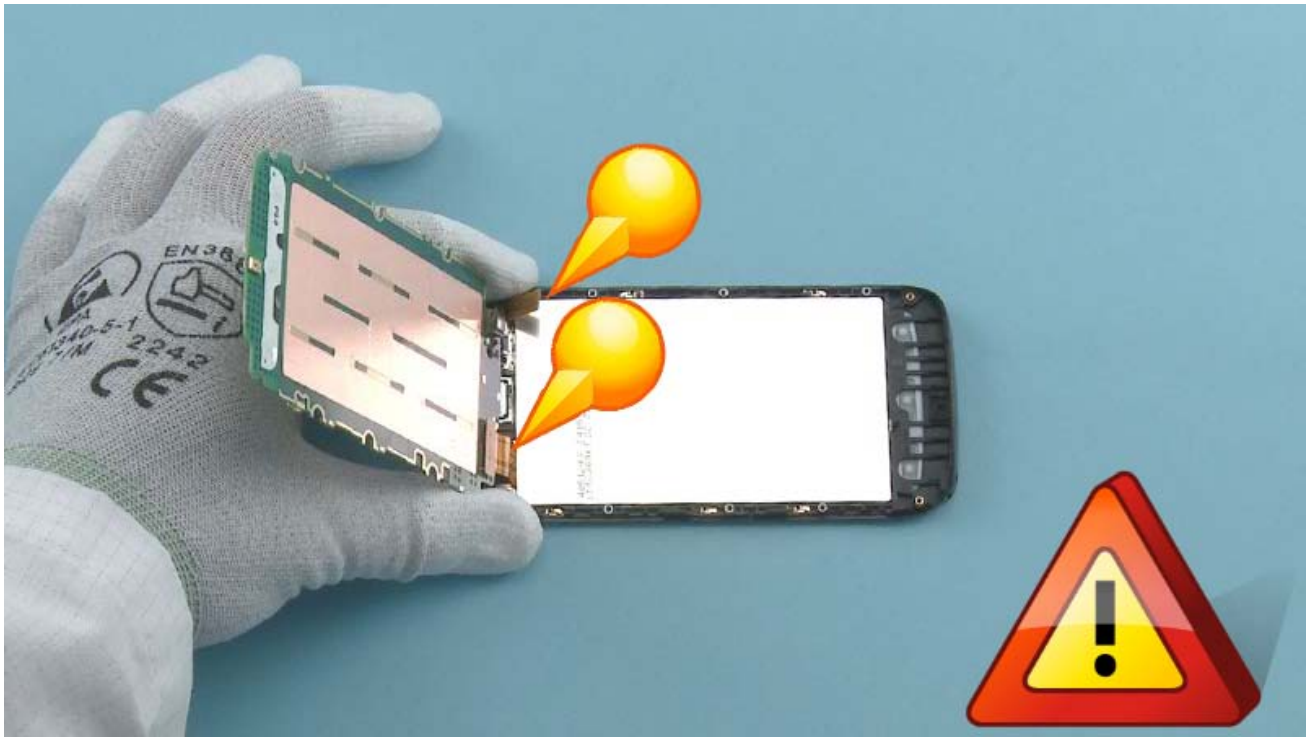
Remove the FLASH SUPPORT with tweezers.



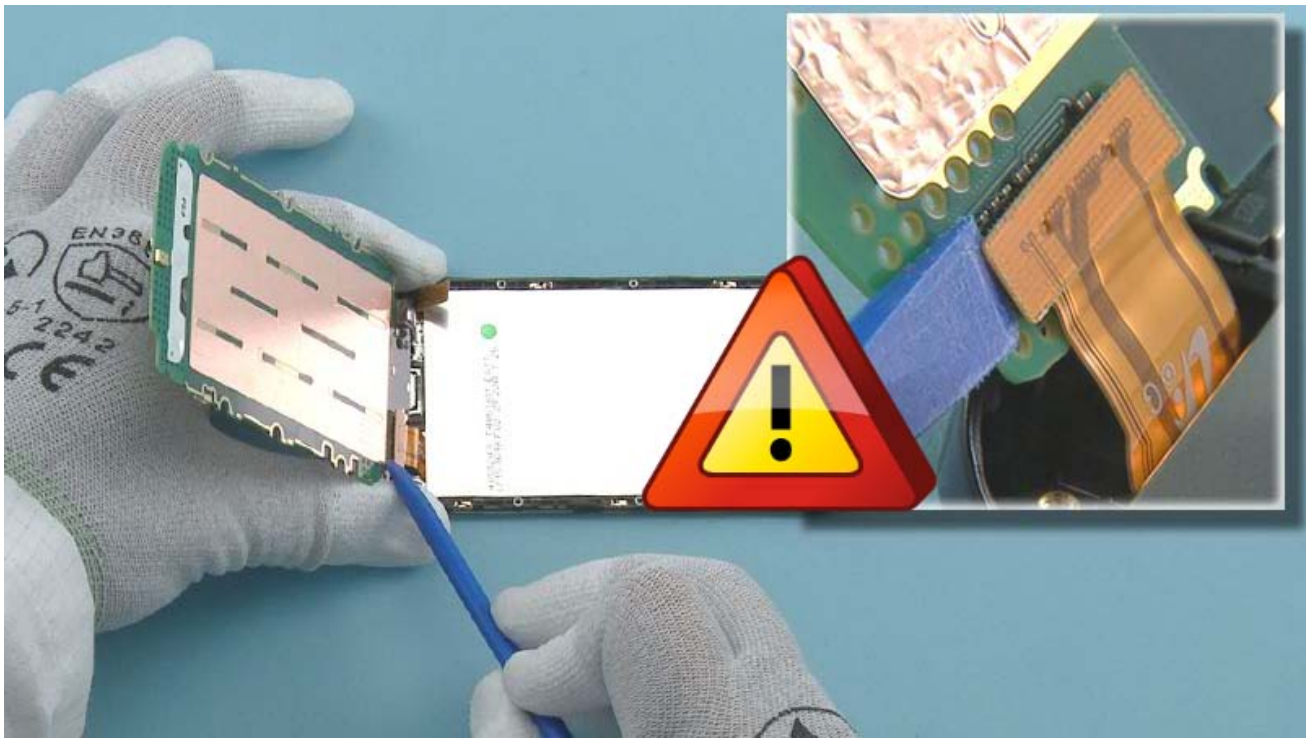
Open the TOUCH WINDOW connector with the SS-93. Be careful not to damage the connector.



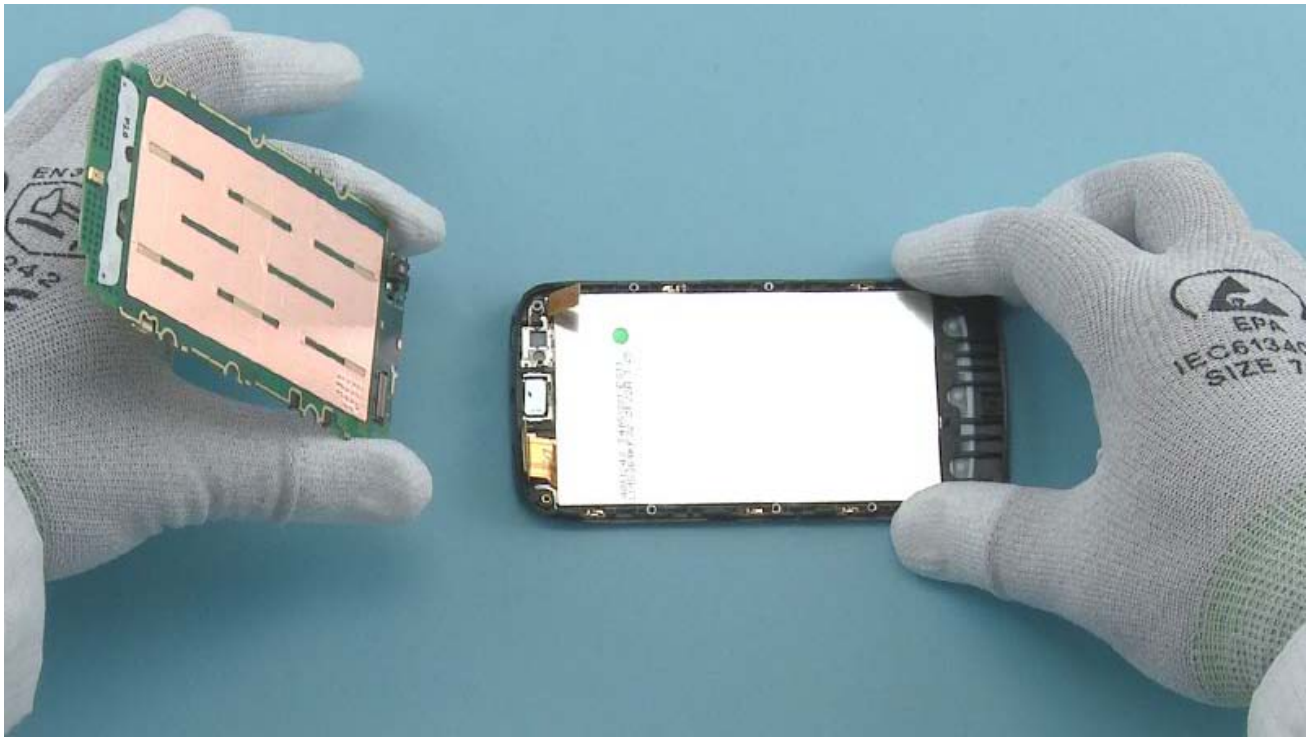
Use the SS-93 to lift up and push forward the ENGINE BOARD from the shown place. Be careful not to damage the shown springs!



Then carefully turn over the engine board as shown. While turning the ENGINE BOARD, be careful not to damage the two shown connectors.

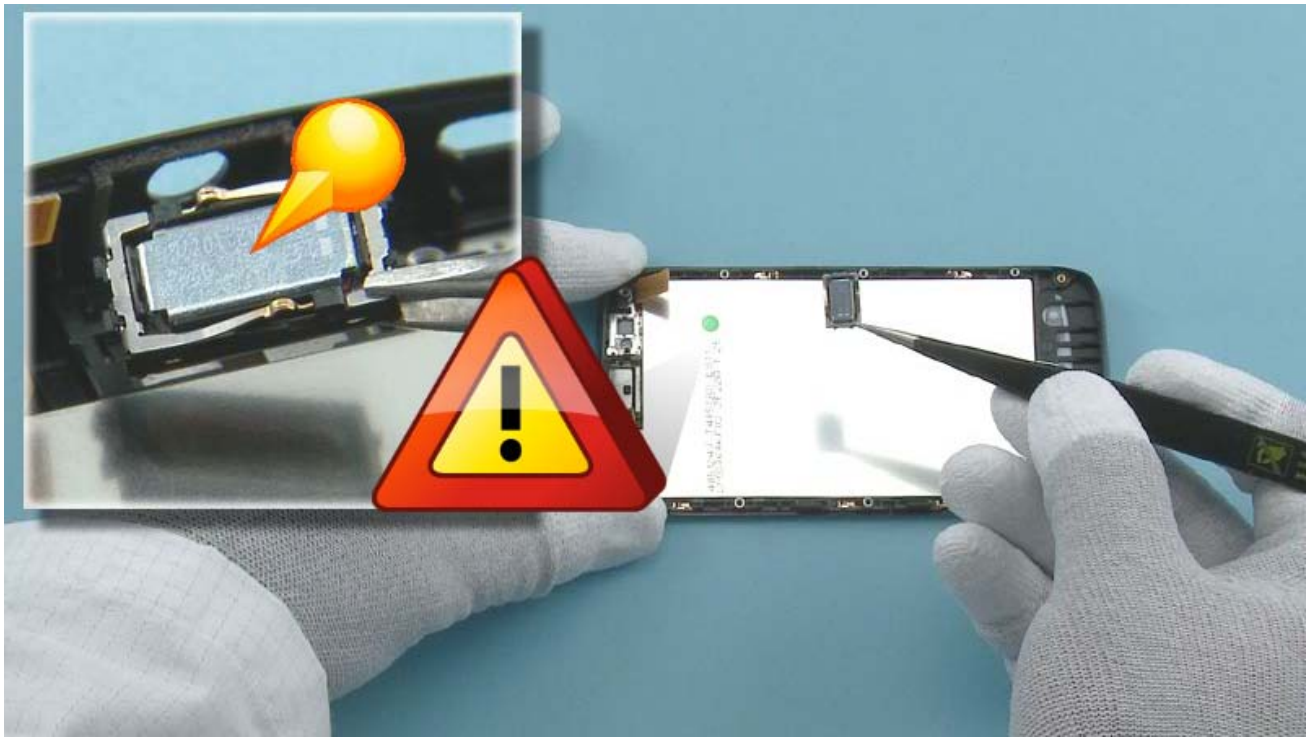


Open the DISPLAY connector with the SS-93. Be careful not to damage the connector or components nearby.



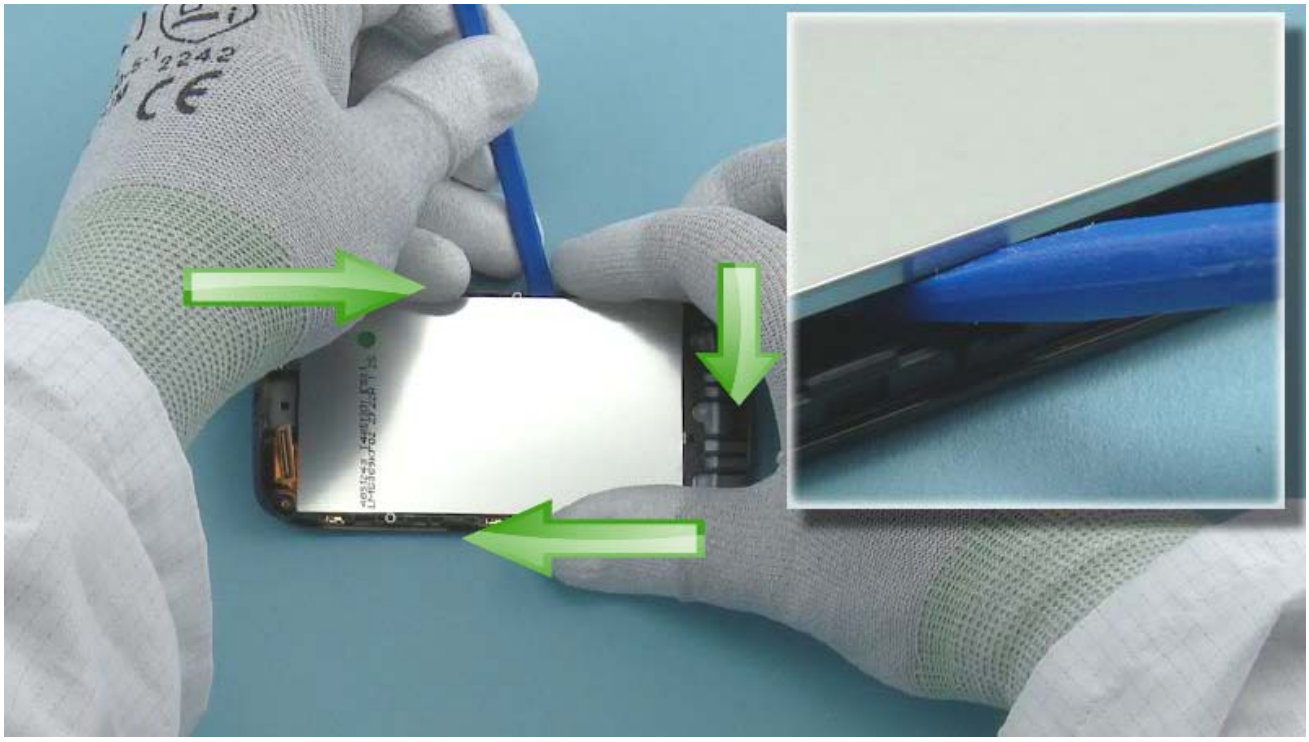
The ENGINE BOARD can now be separated.

Lift up the EARPIECE with the dental tool. Be careful not to injure yourself with the sharp end of the dental tool.

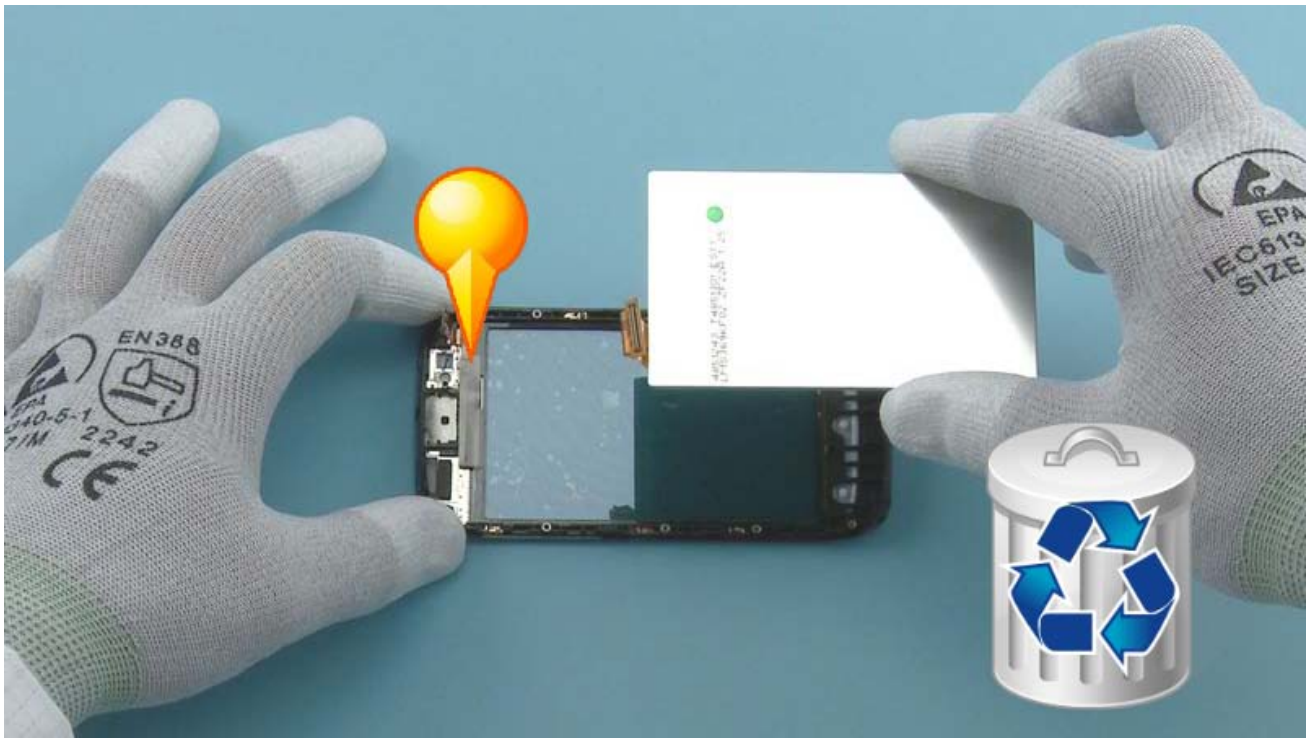


Remove the EARPIECE with tweezers. When removing the EARPIECE, make sure not to touch the shown part of it.

Use the SS-93 to release the DISPLAY. Start from the shown corner. Lift the corner and hold it up for a while. The adhesive on the DISPLAY GASKET will slowly loosen up making it easier to remove the DISPLAY. Be careful not to bend the DISPLAY or damage the TOUCH WINDOW connector.

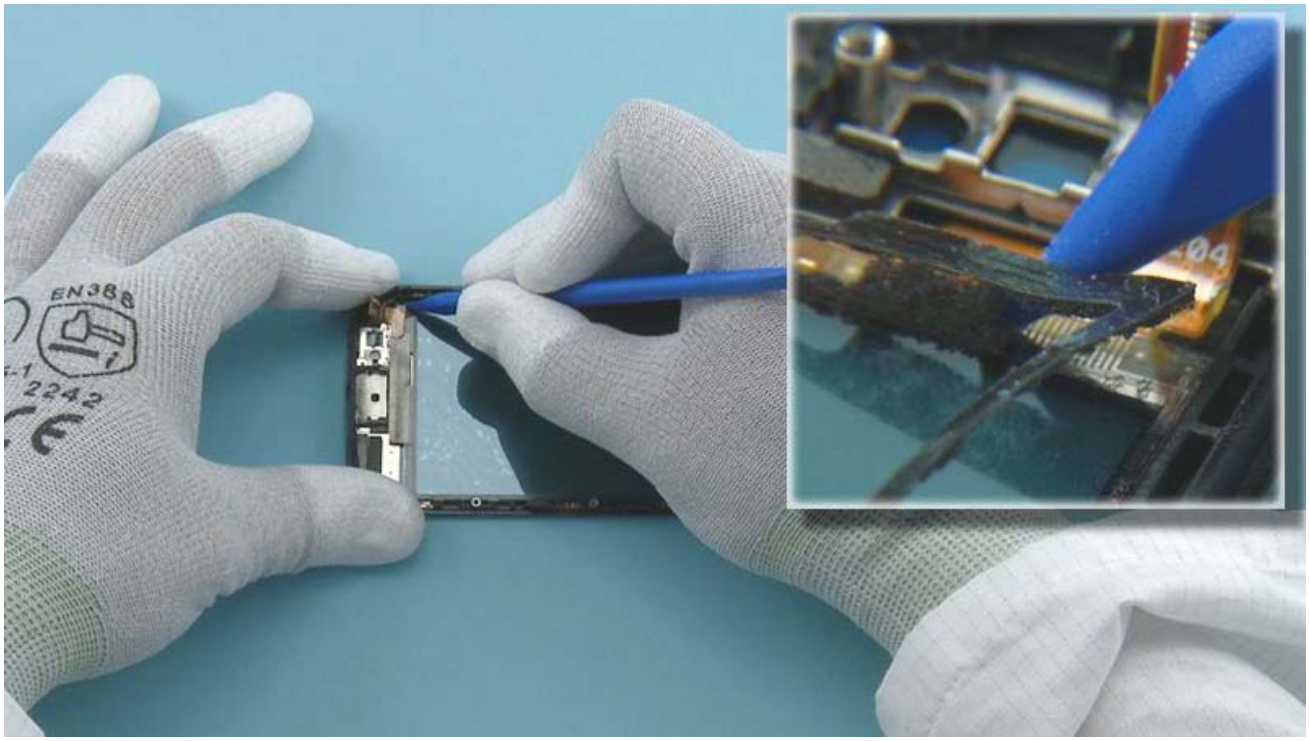


Work around the DISPLAY with the SS-93 to release it completely.

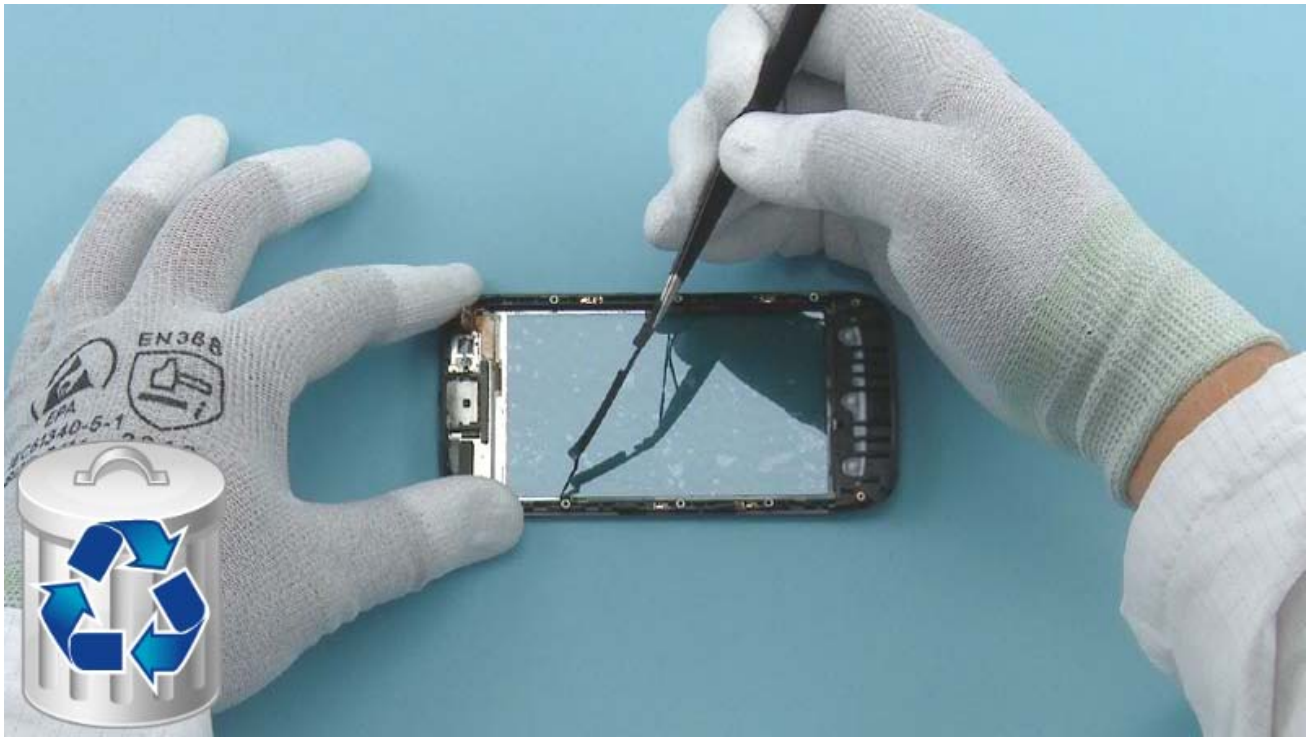


Lift up and remove the DISPLAY. In case the shown tape is peeled off from the DISPLAY and remains on the A-COVER, the driver on the DISPLAY may be damaged. In this case discard the DISPLAY.

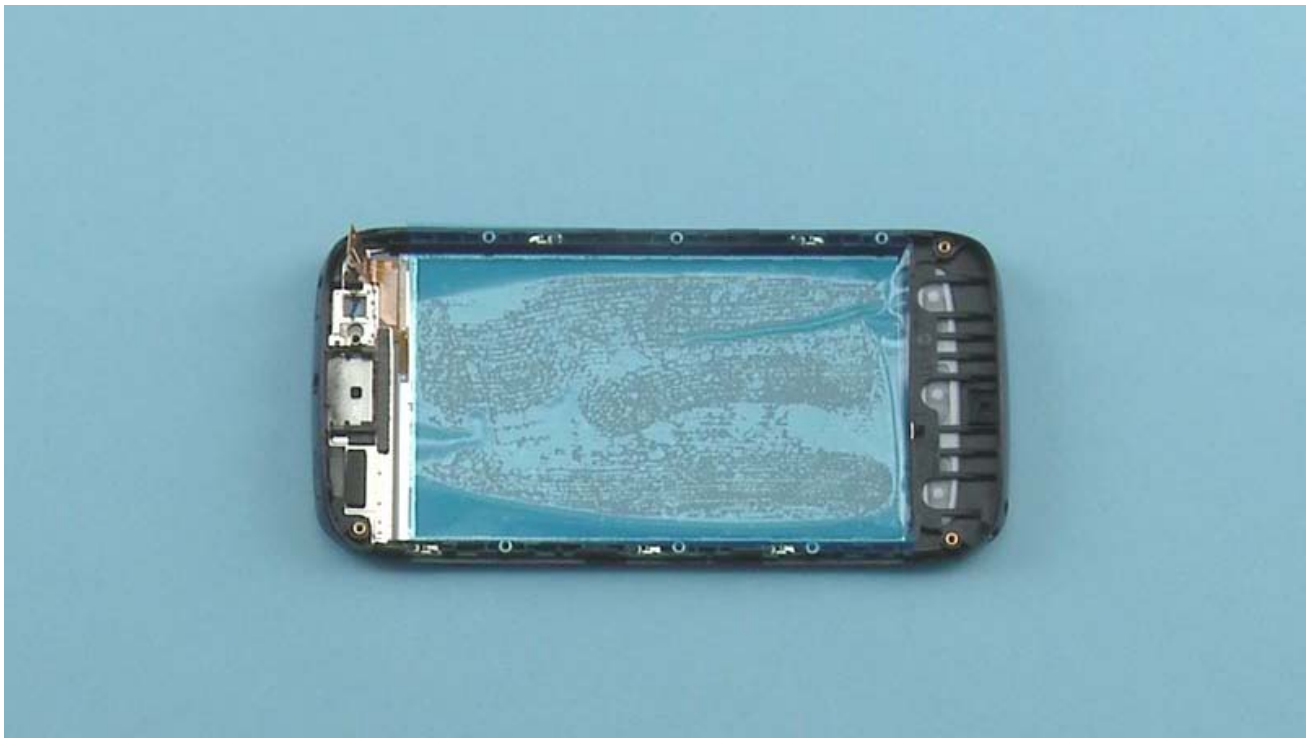
If the tape is not damaged and stays on the DISPLAY continue the disassembly without discarding the DISPLAY. Protect the DISPLAY with protective film.



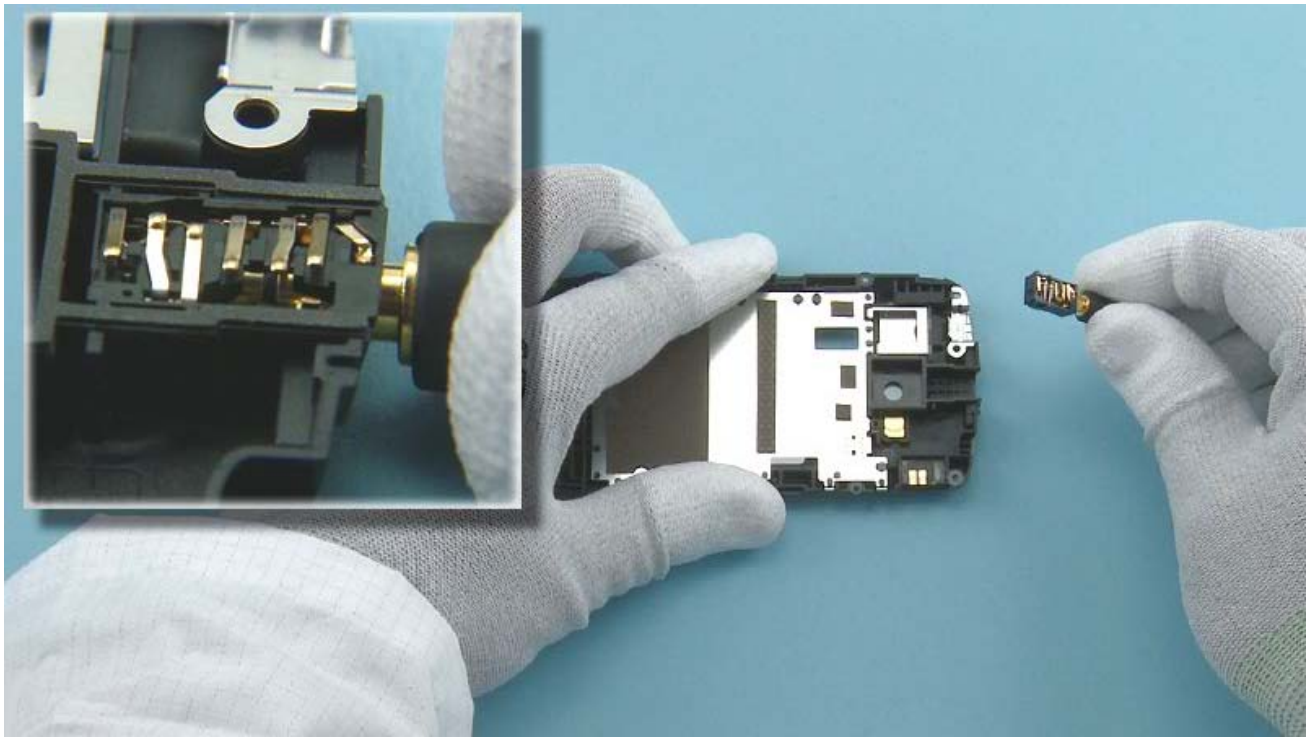
Use the sharp end of the SS-93 to peel out one corner of the DISPLAY GASKET.



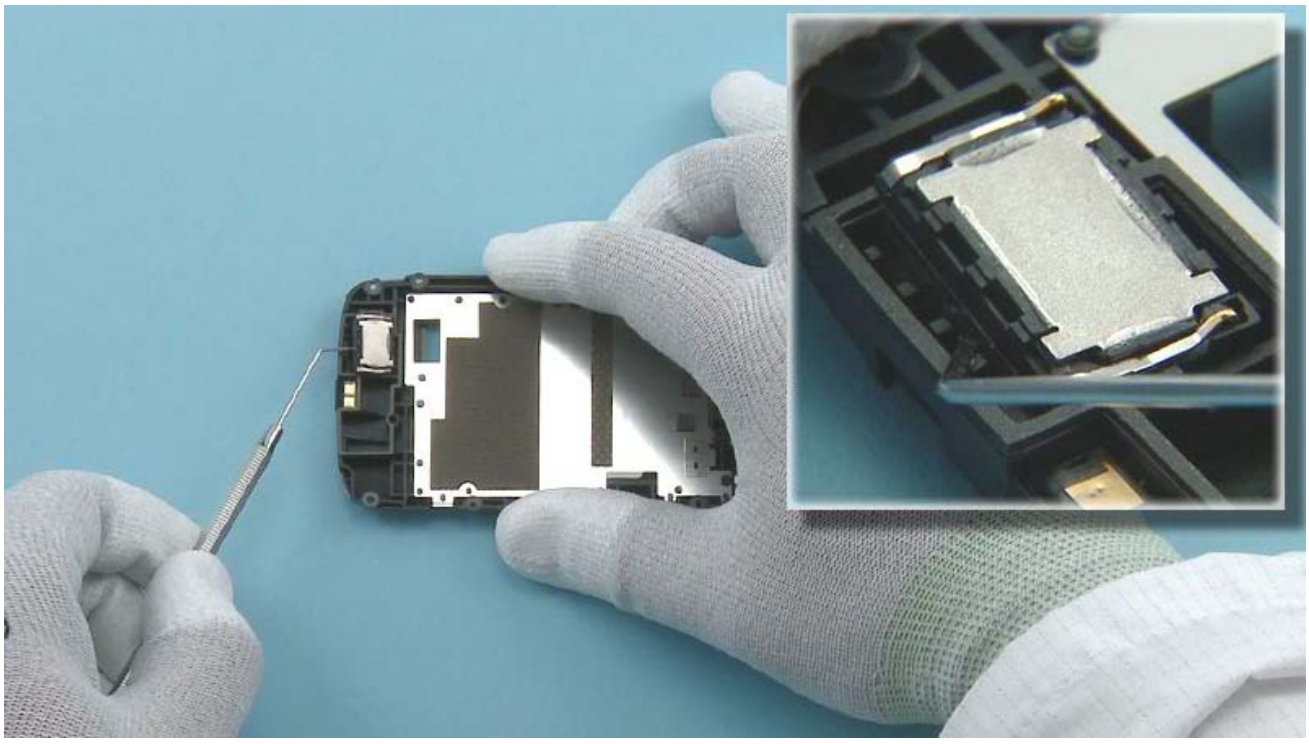
Remove the DISPLAY GASKET with tweezers. Do not use it again. Discard it.



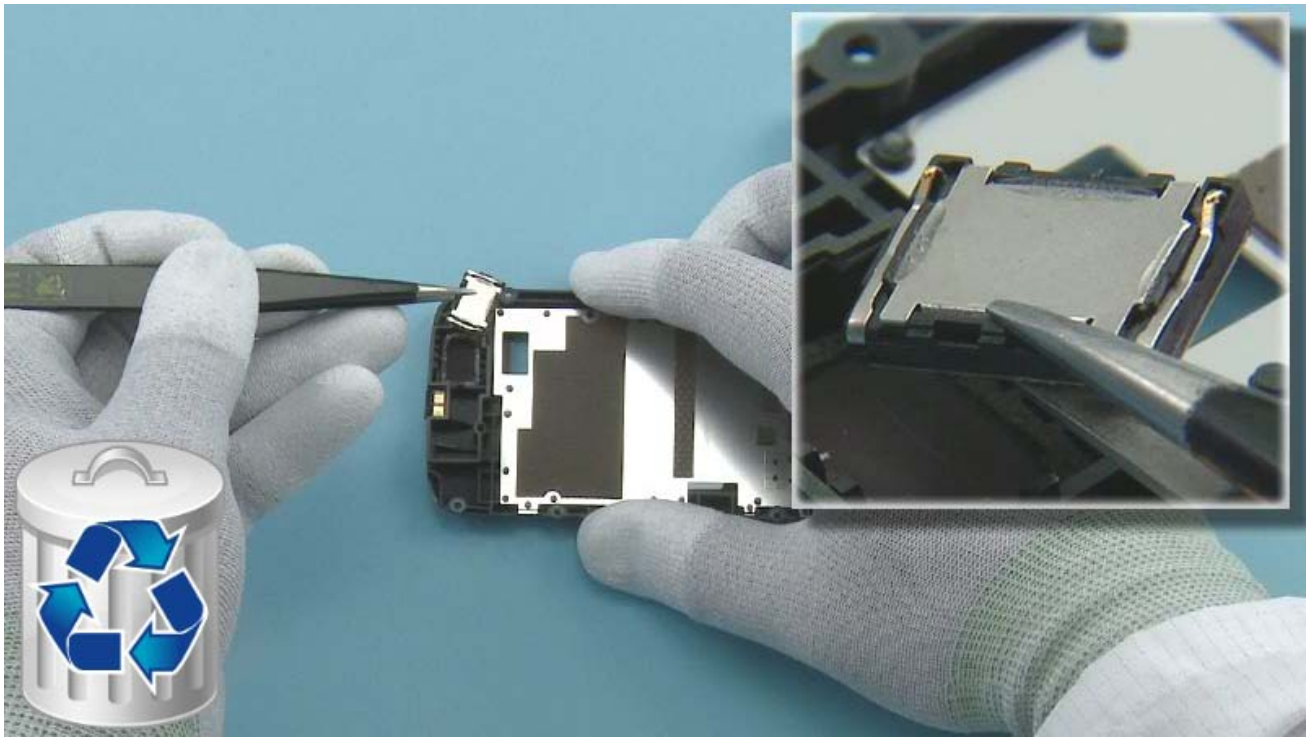
Protect the other side of the A-COVER with protective film.



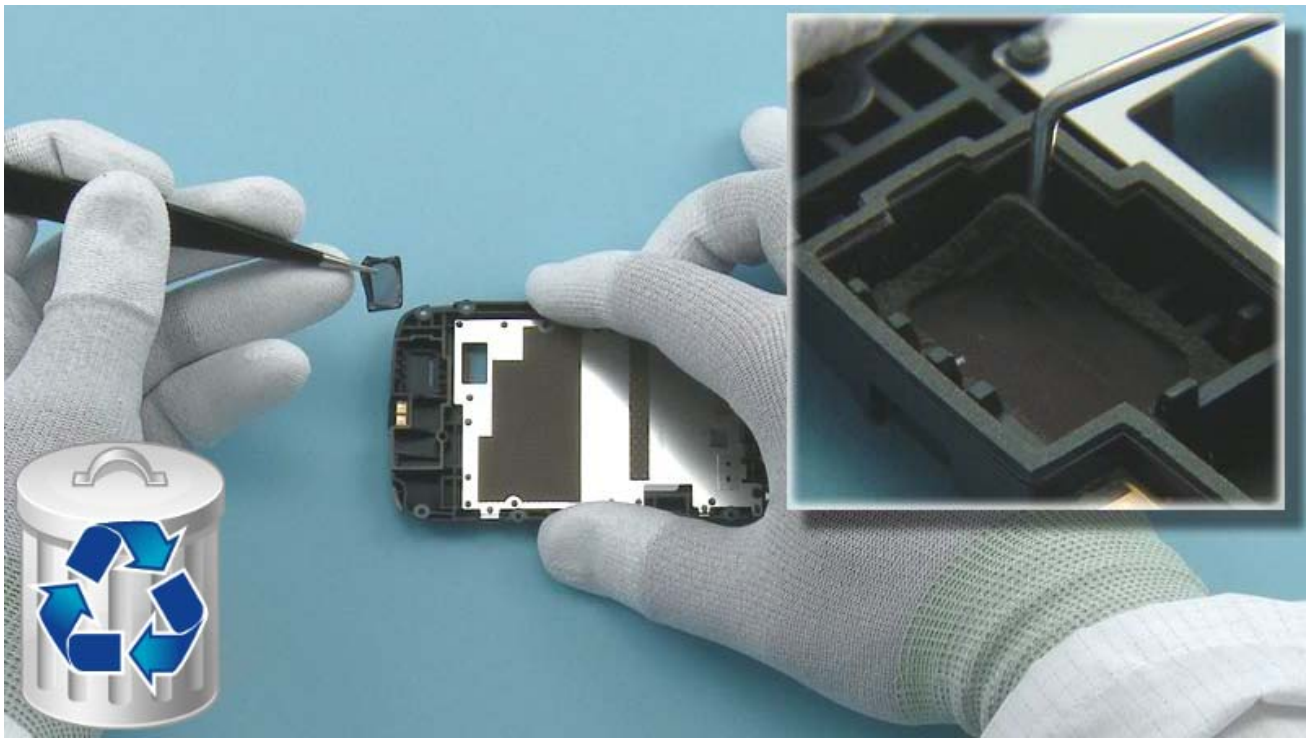
Remove the AV JACK with an AV plug.



Release the IHF SPEAKER with the dental tool.

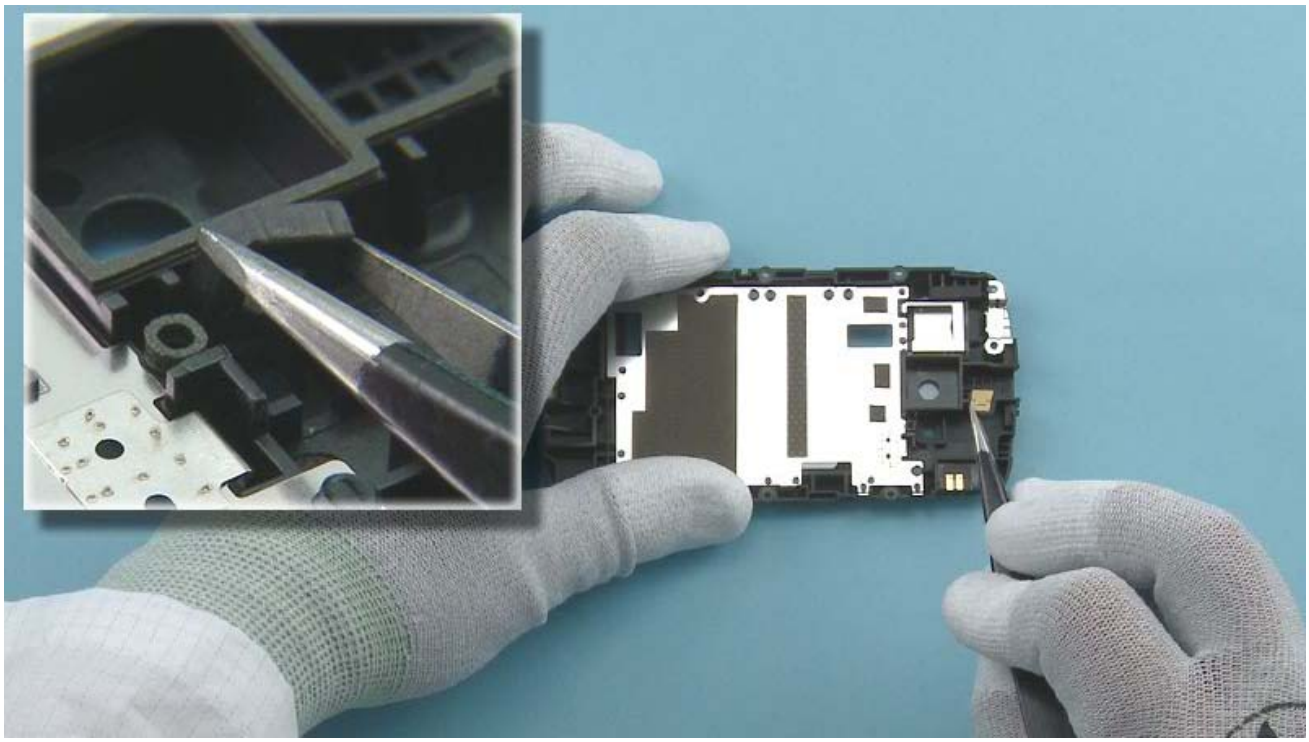


Remove the IHF SPEAKER with tweezers. Do not use it again. Discard it.

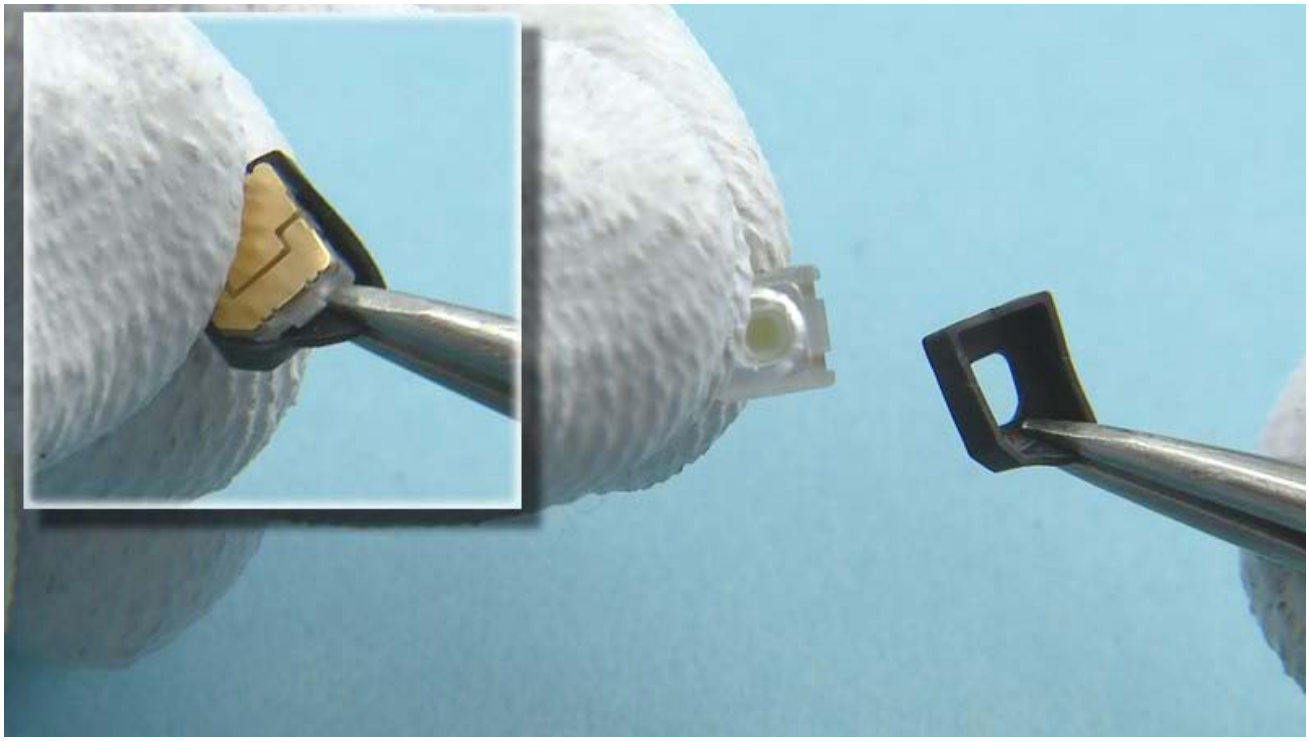


Release the SPEAKER GASKET with the dental tool and remove it with tweezers. Do not use it again. Discard it.

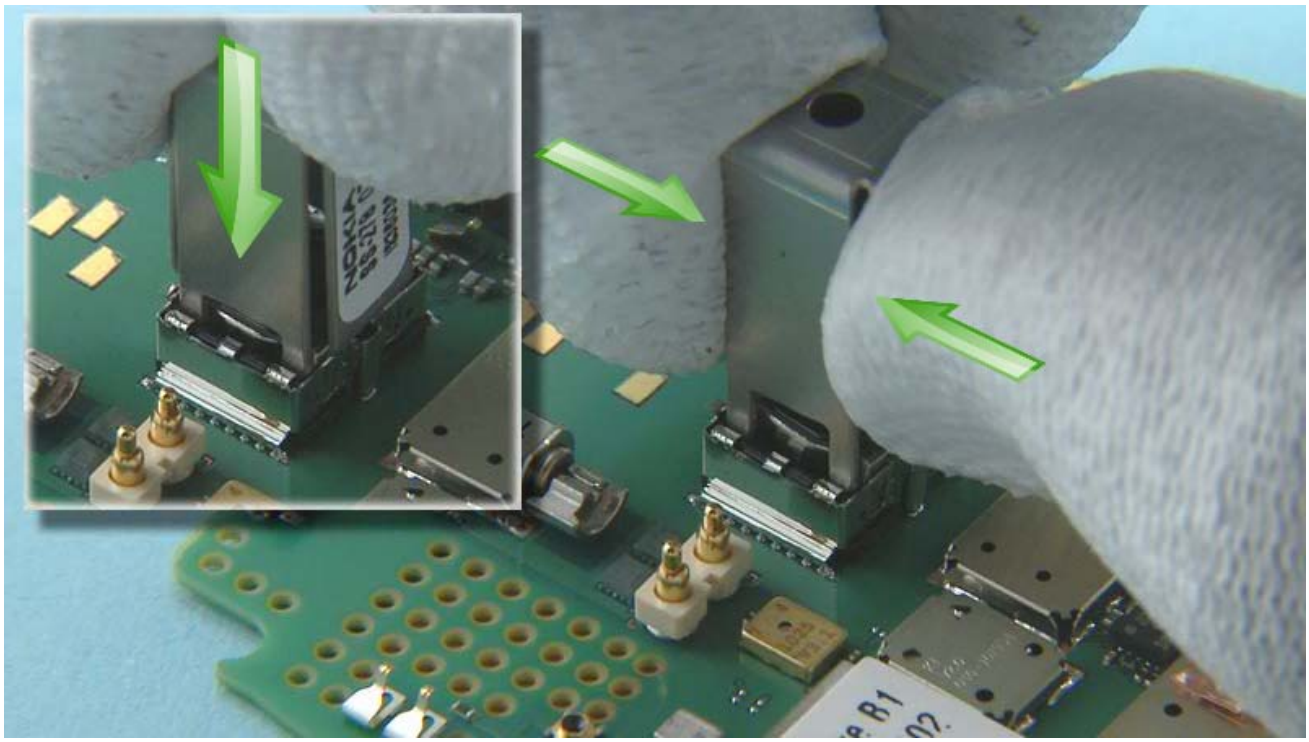
Push out the LED FLASH with the sharp end of the SS-93.



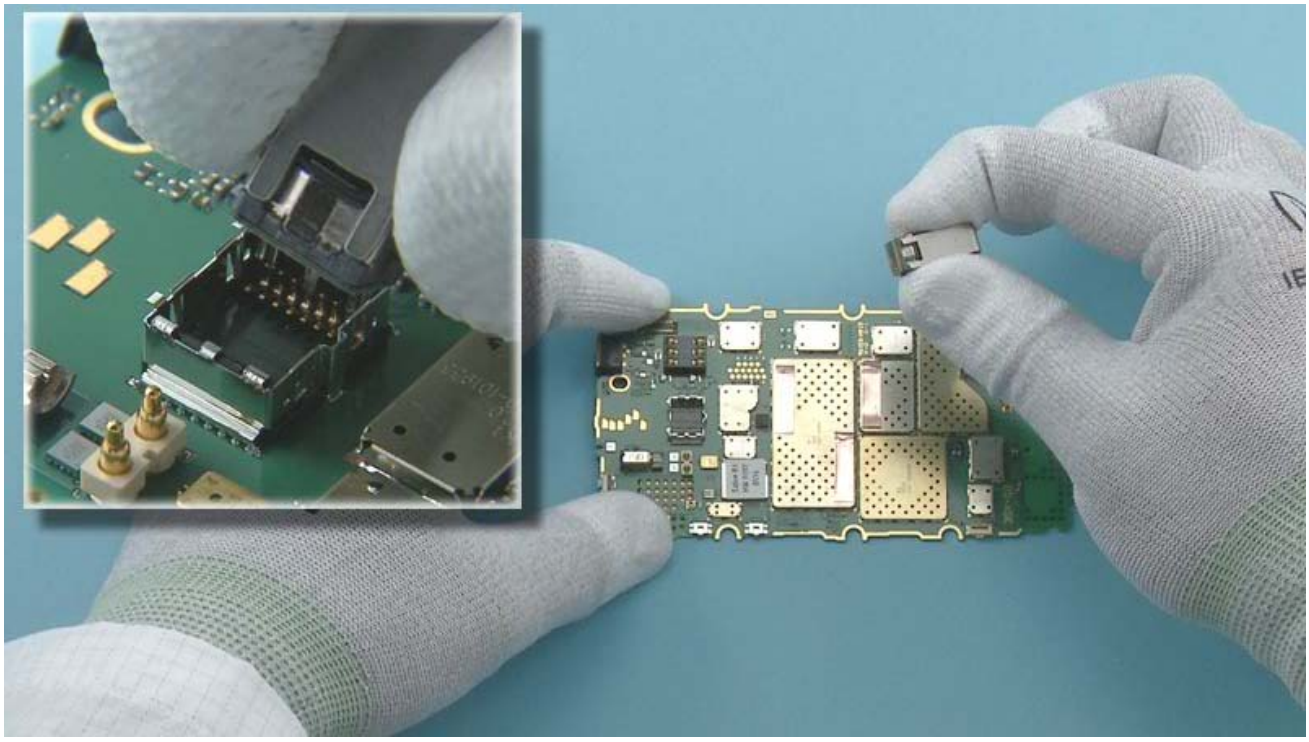
Remove the LED FLASH and the FLASH BOOT with tweezers.



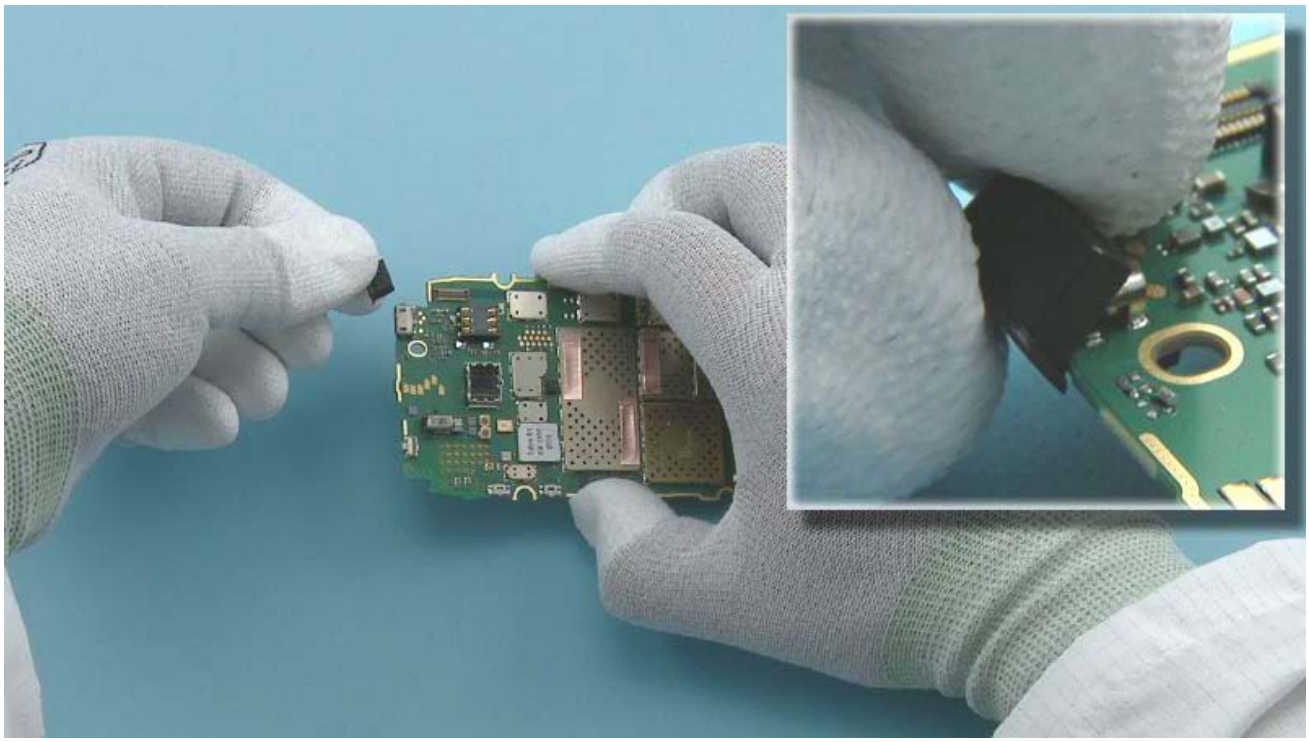
Separate the LED FLASH from the FLASH BOOT.



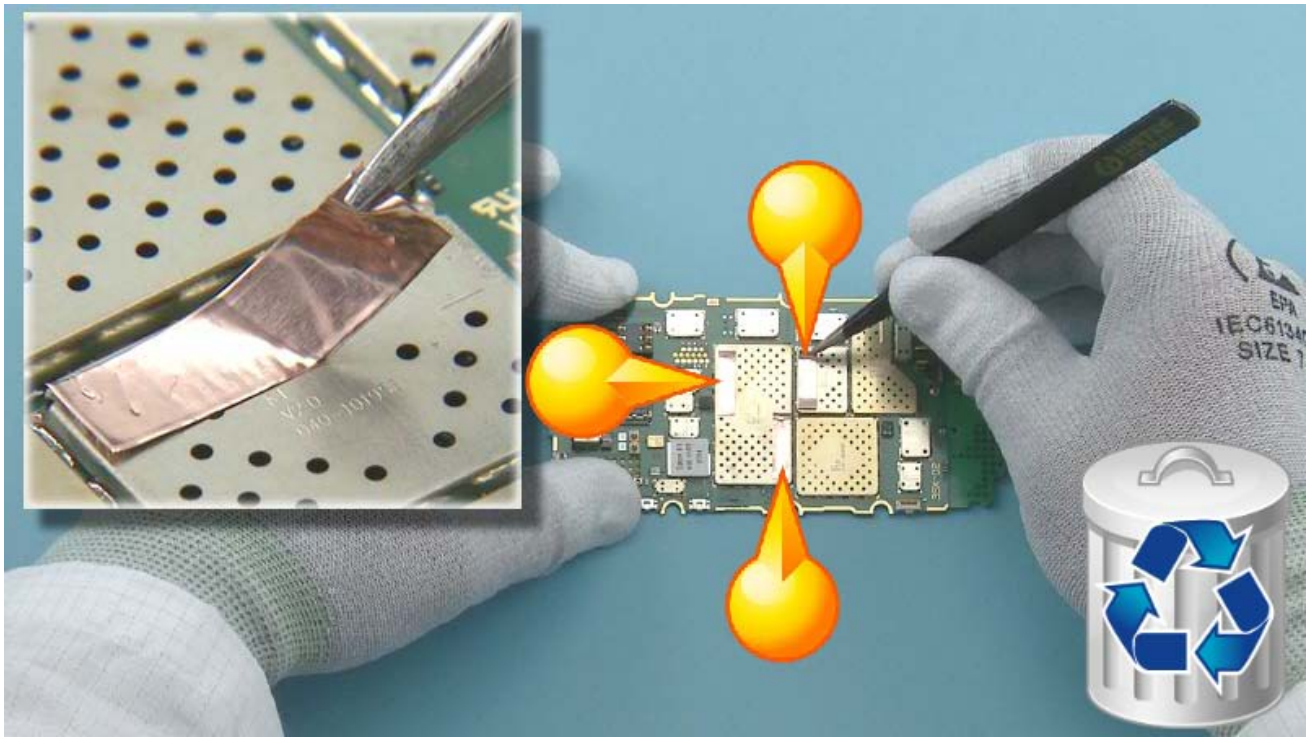
Push down the camera removal tool SS-278 until the camera retaining clips are released. Hold from the shown sides of the SS-278.



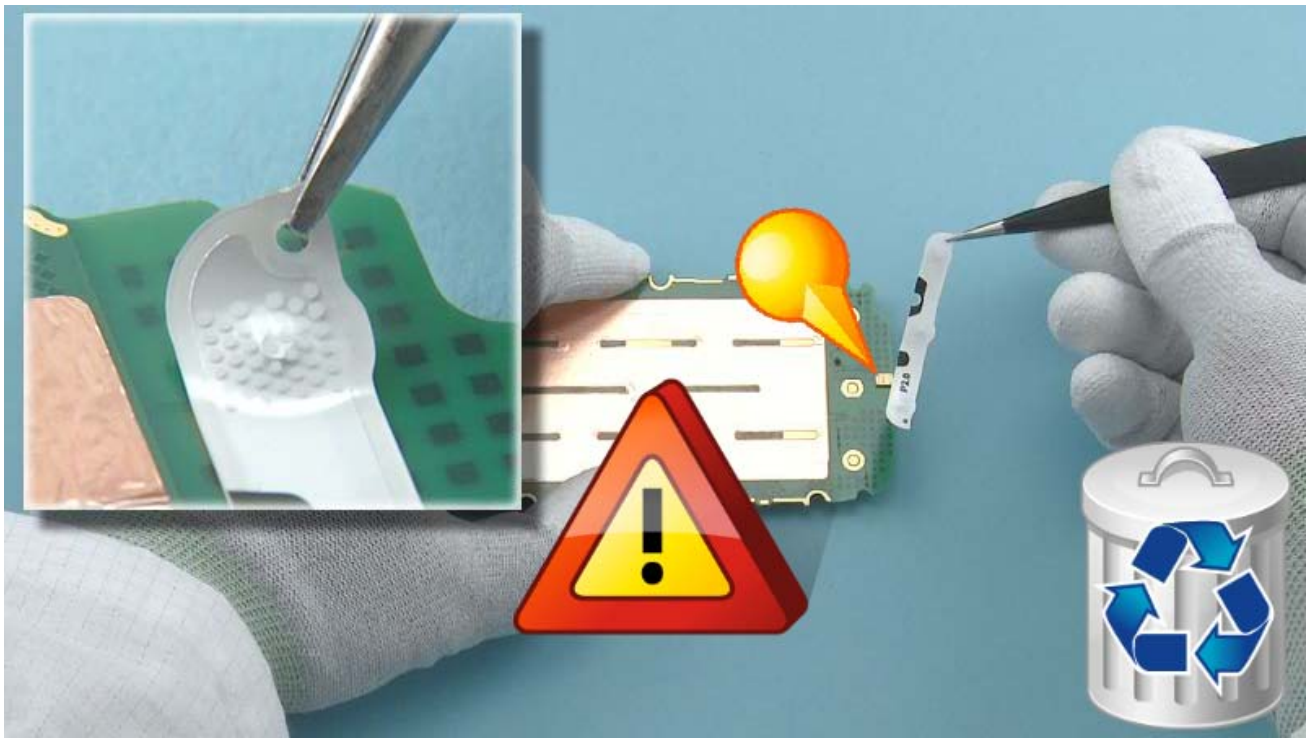
Then lift up and remove the CAMERA.



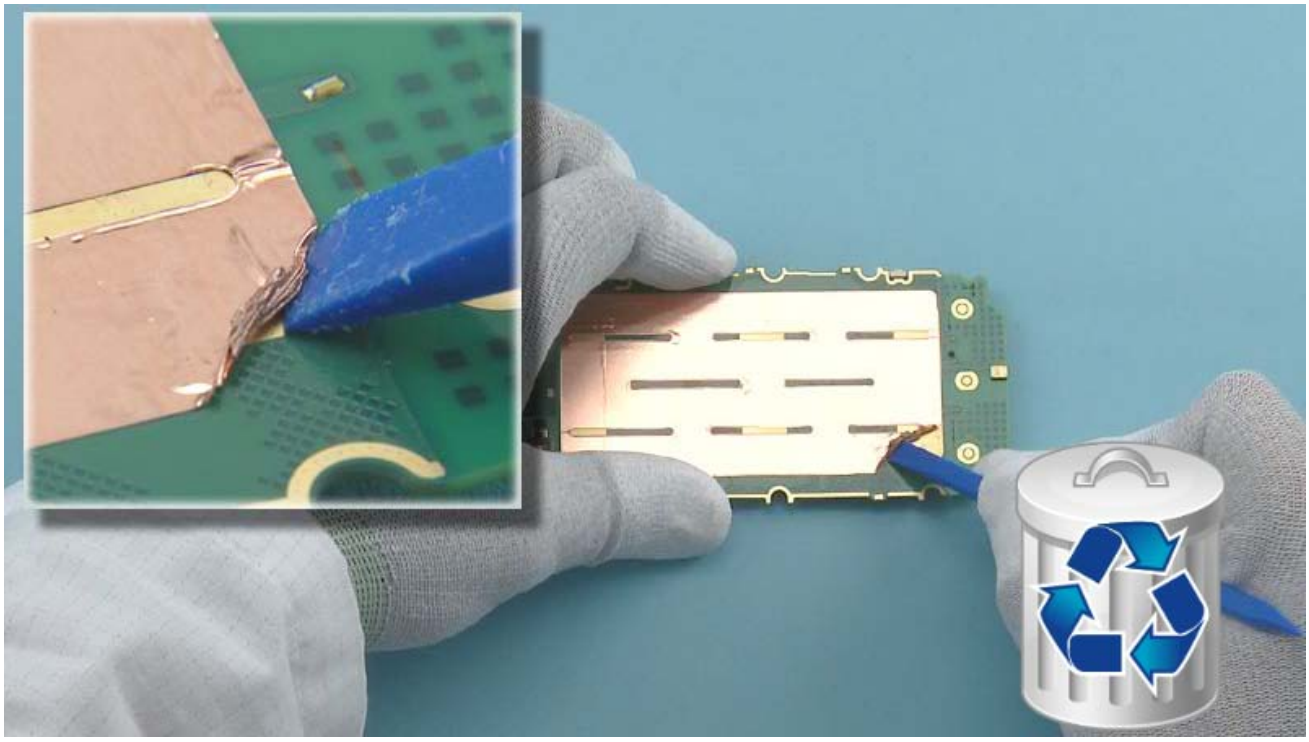
Remove the USB BOOT.



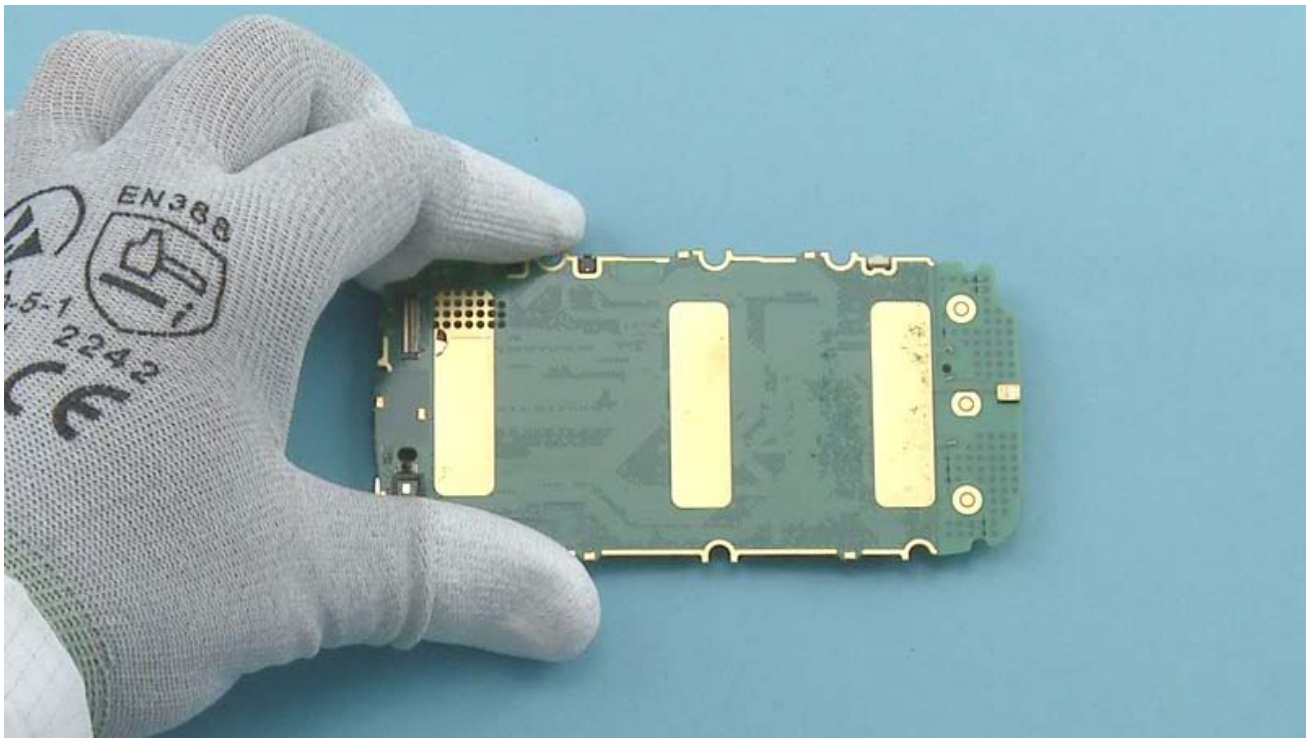
Remove the three shown SHIELD ADHESIVES with tweezers. Do not use them again. Discard them.



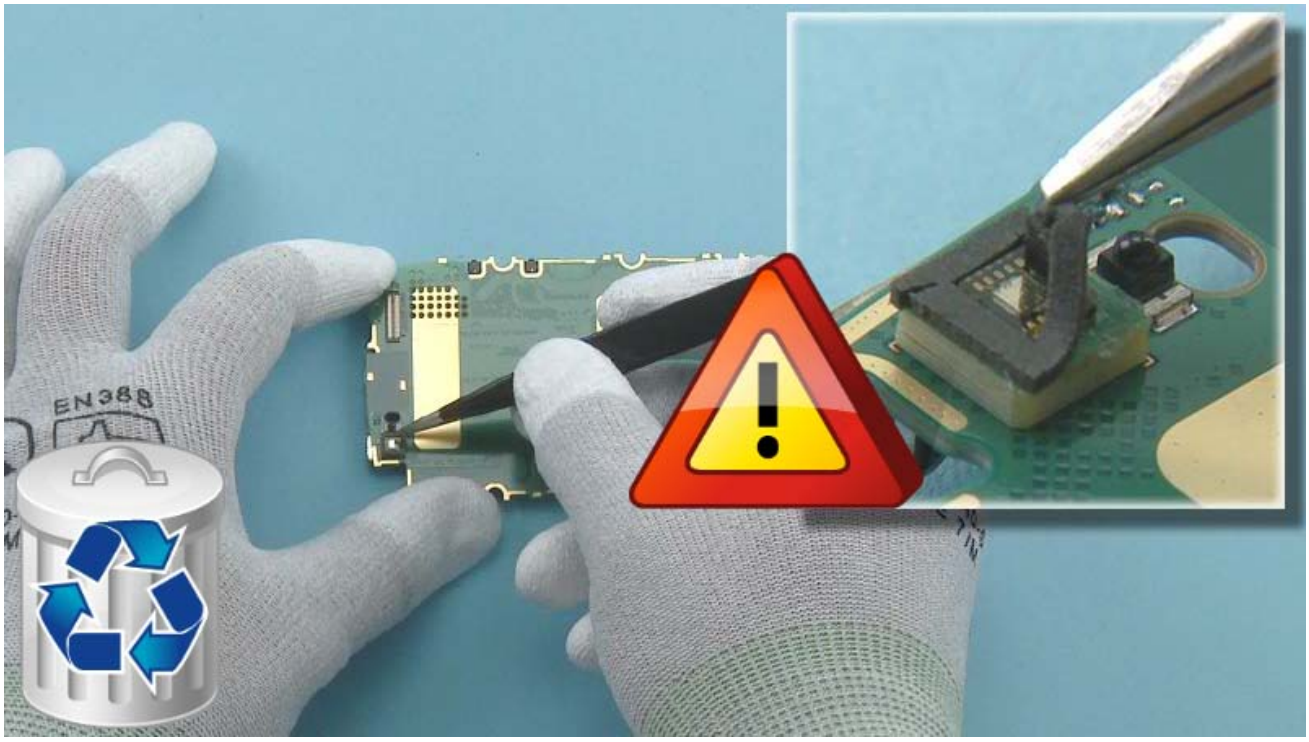
Use tweezers to remove the UI KEYMAT DOMESHEET. Be careful not to touch the MICROPHONE! Do not use the UI KEYMAT DOMESHEET again. Discard it.



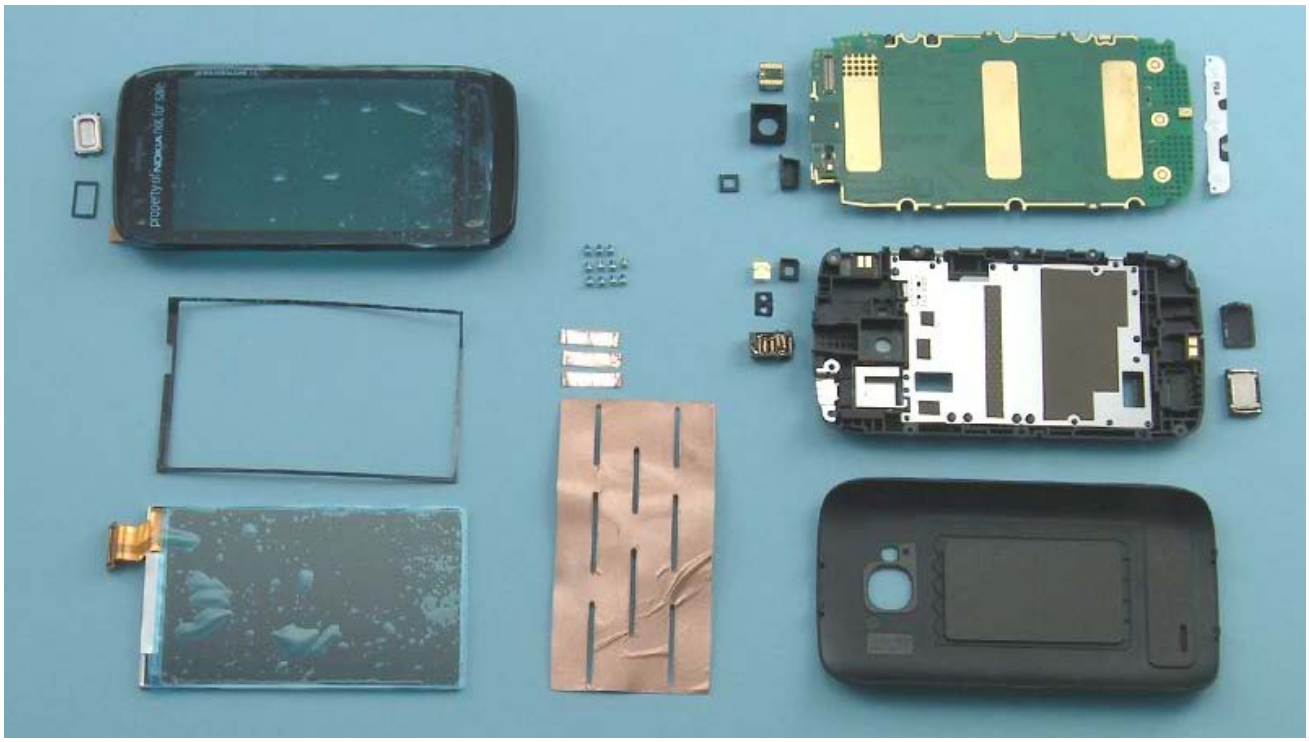
Use the SS-93 to peel off the DISPLAY CONDUCTIVE TAPE. Do not use it again. Disard it.



Make sure that the whole DISPLAY CONDUCTIVE TAPE and the adhesive remains are removed from the ENGINE BOARD.



Remove the DIPRO GASKET with tweezers. Use plastic tweezers if possible. Be very careful not to damage the nearby components. The DIPRO GASKET is not reusable. Discard it.



The Nokia Lumia 710 disassembly procedure is complete.

-END OF DISASSEMBLY-

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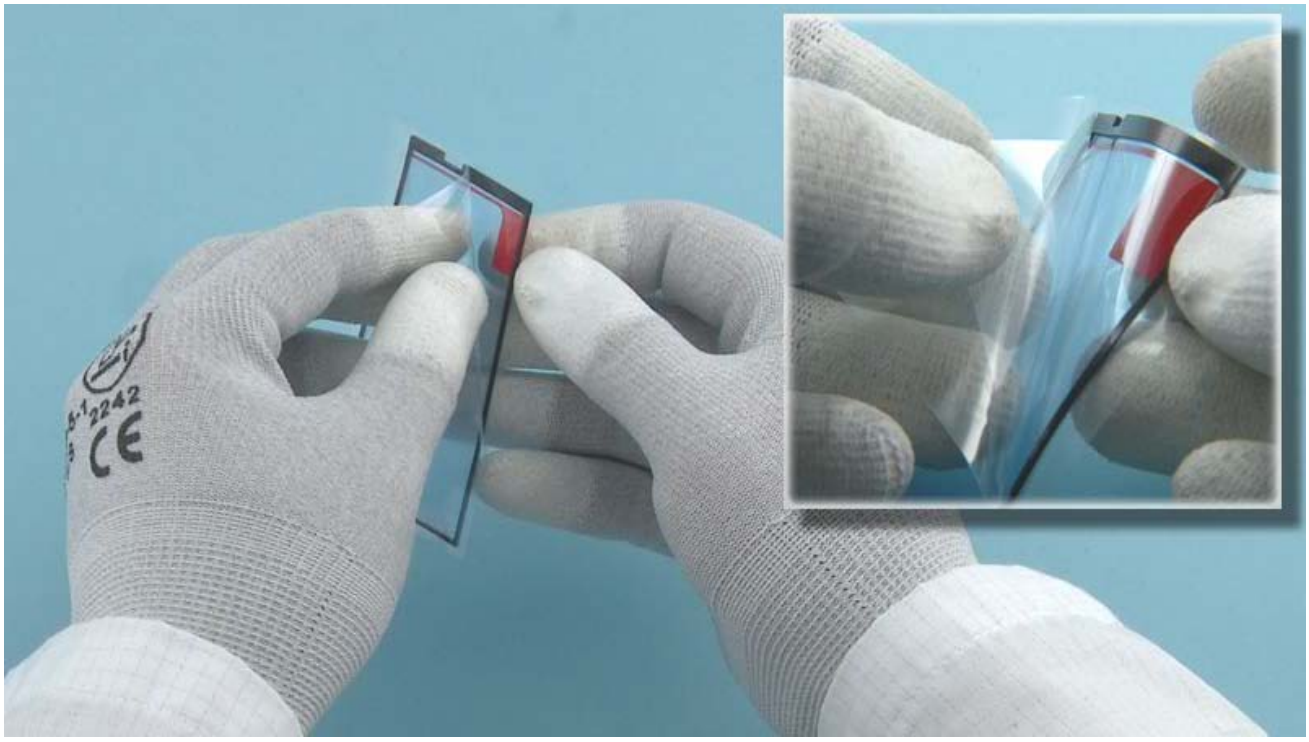
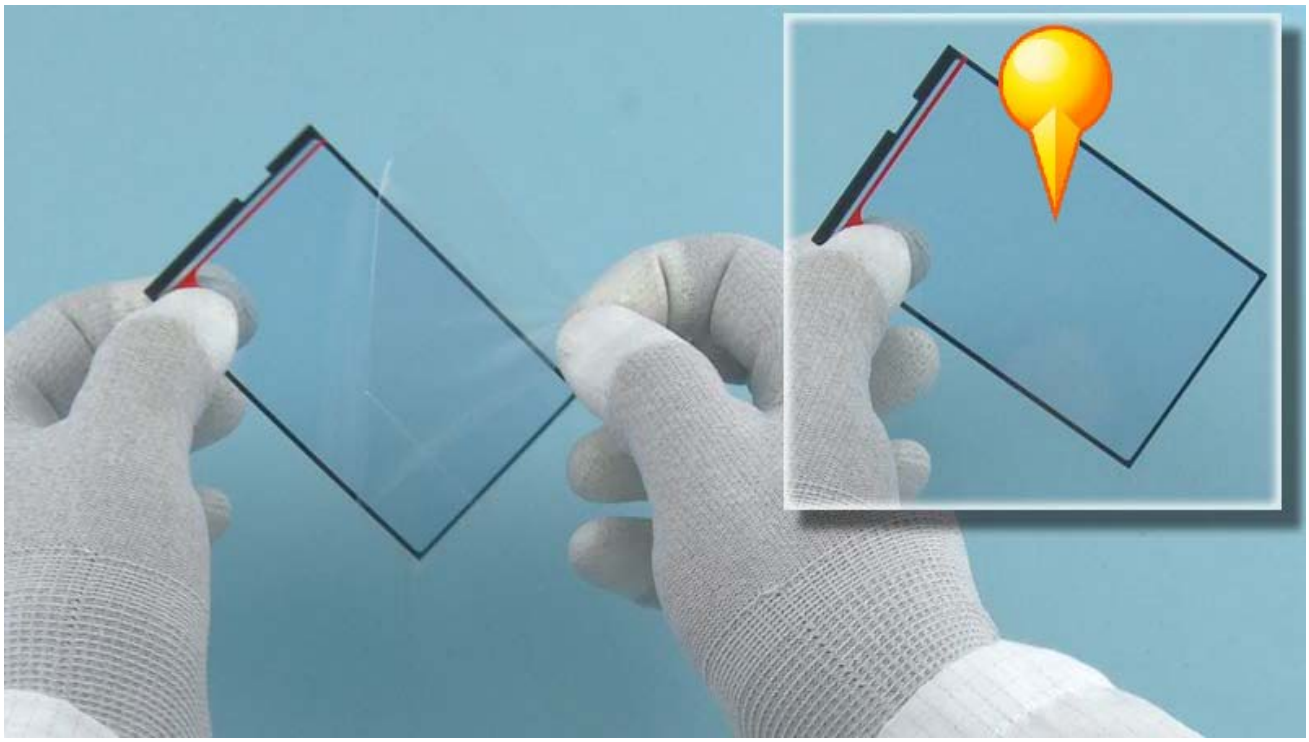
For assembling you need the Nokia Standard Tool kit version 2.

Assembling the DISPLAY GASKET and the DISPLAY to the A-COVER.

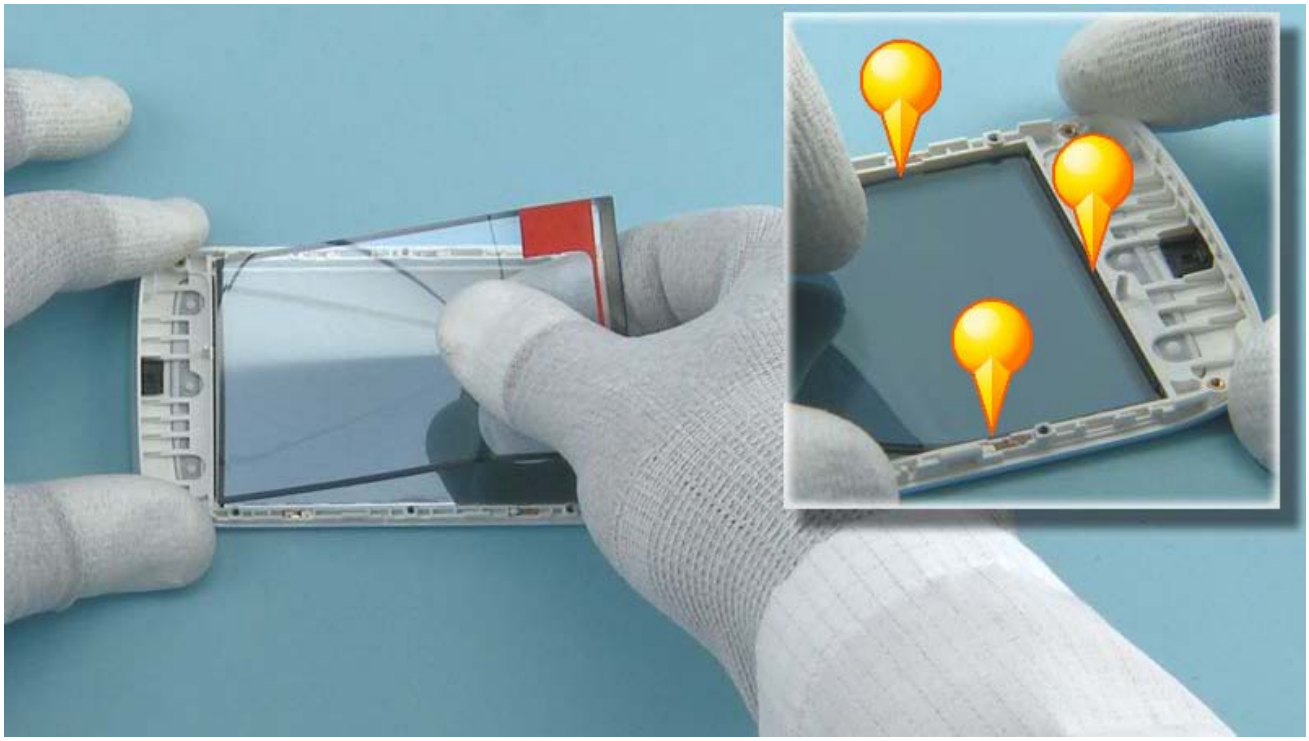


Remove the two shown DISPLAY GASKET protective films.

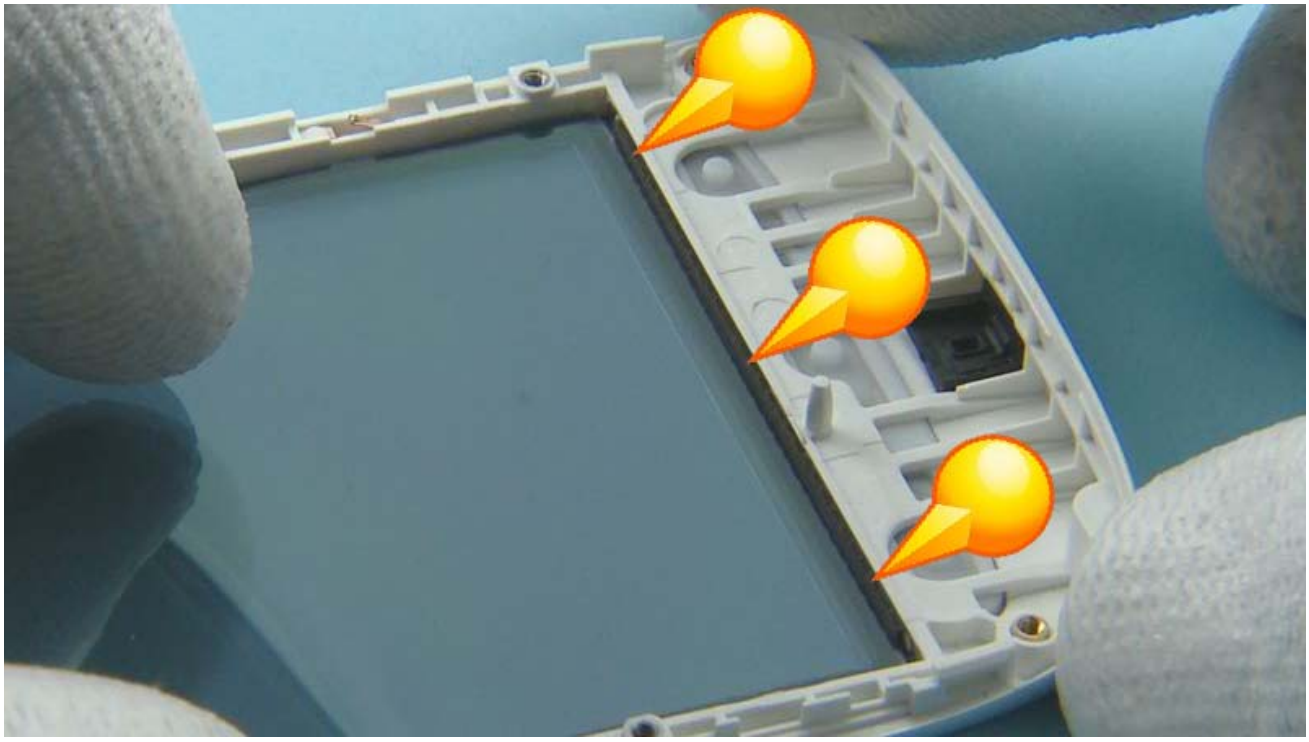


Remove also the shown DISPLAY GASKET protective film from the other side. Do not remove the protective film with the red pull out tape.

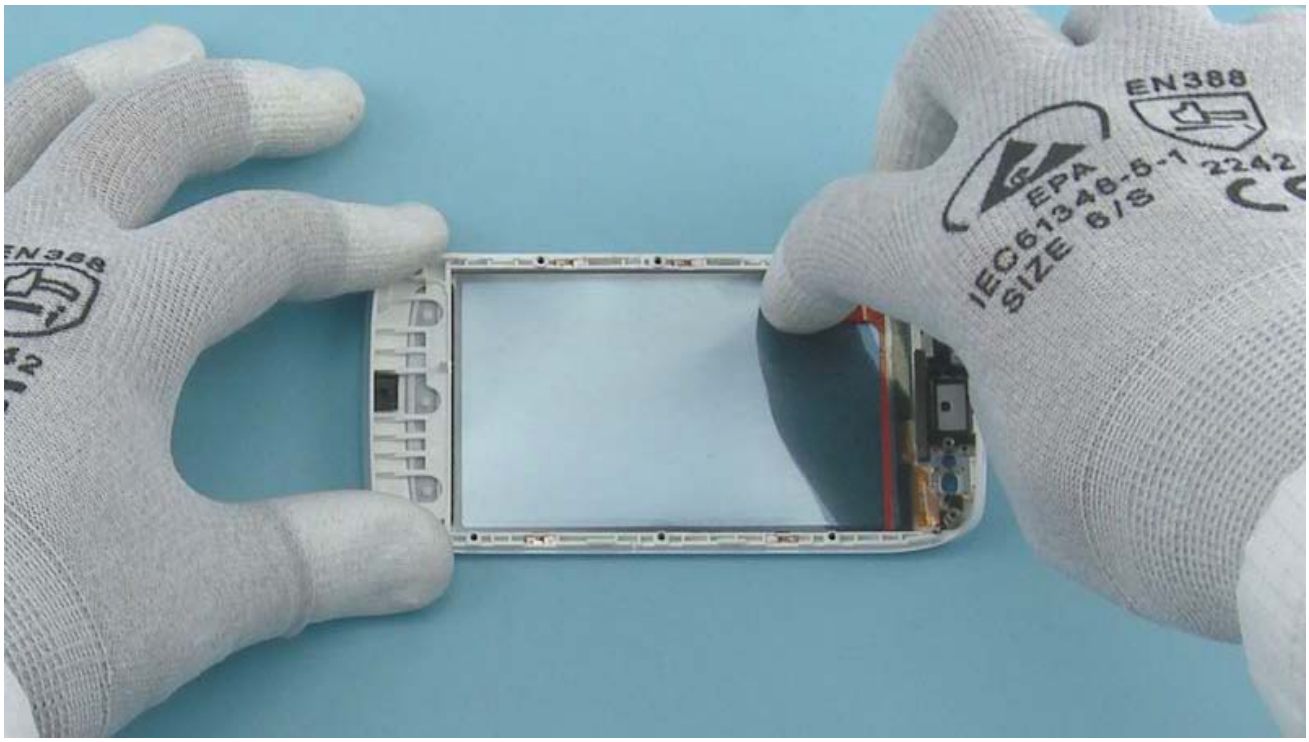
Before attaching the DISPLAY GASKET to the A-COVER check that there is no dust or adhesive residues on the A-COVER.



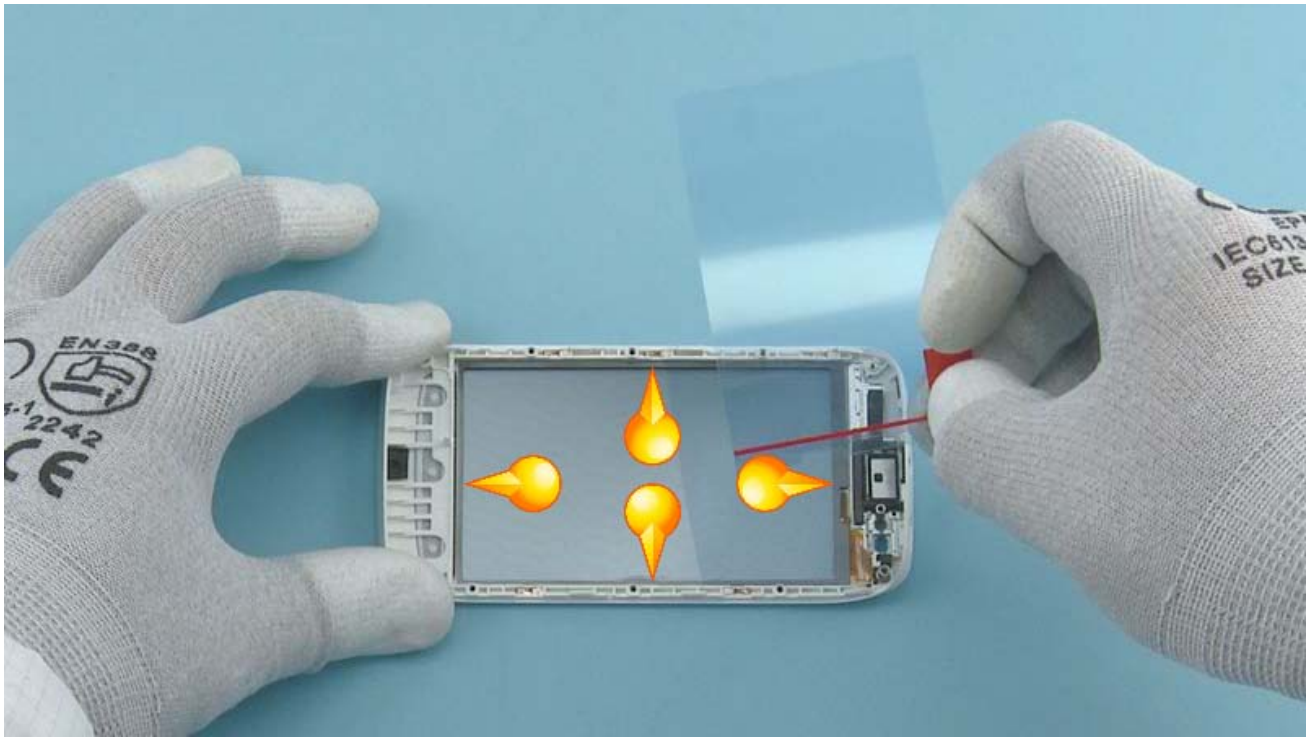
Place the bottom end of the DISPLAY GASKET to the A-COVER. Make sure that all sides of the DISPLAY GASKET are aligned correctly.



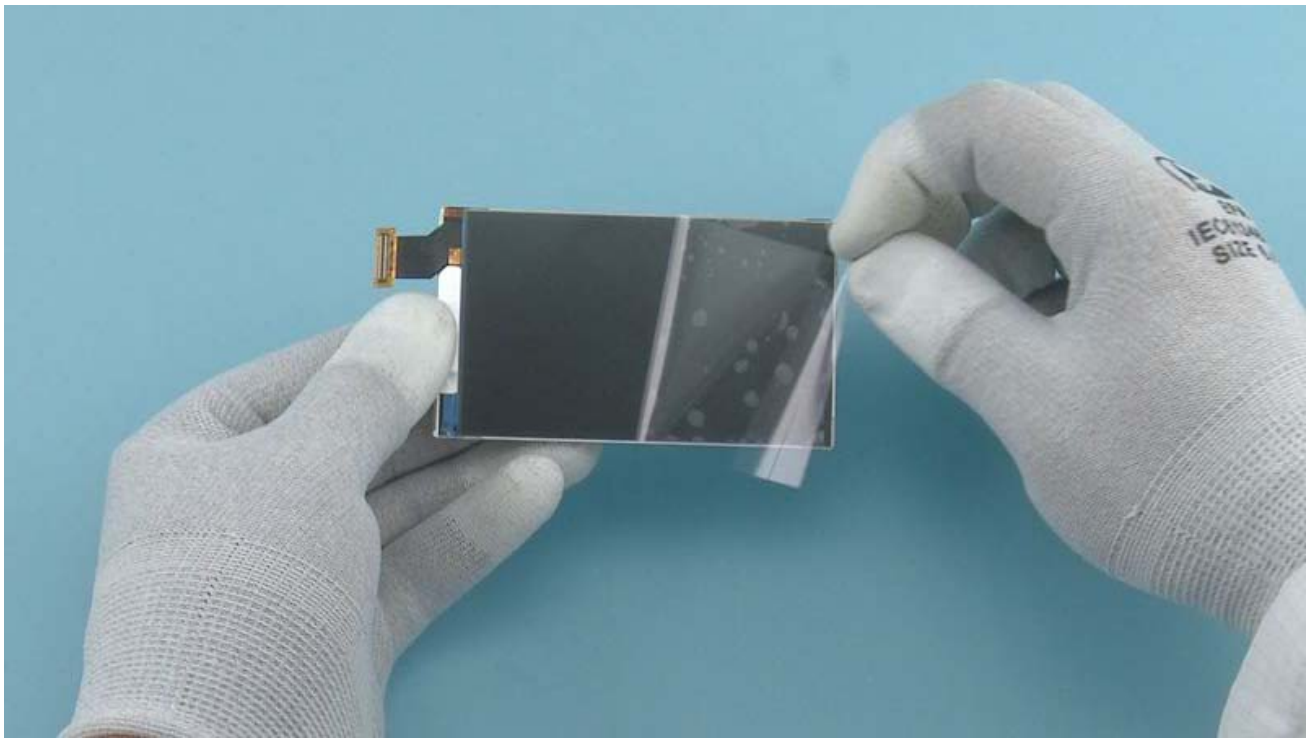
Do not place the DISPLAY GASKET on top of the shown A-COVER gasket.



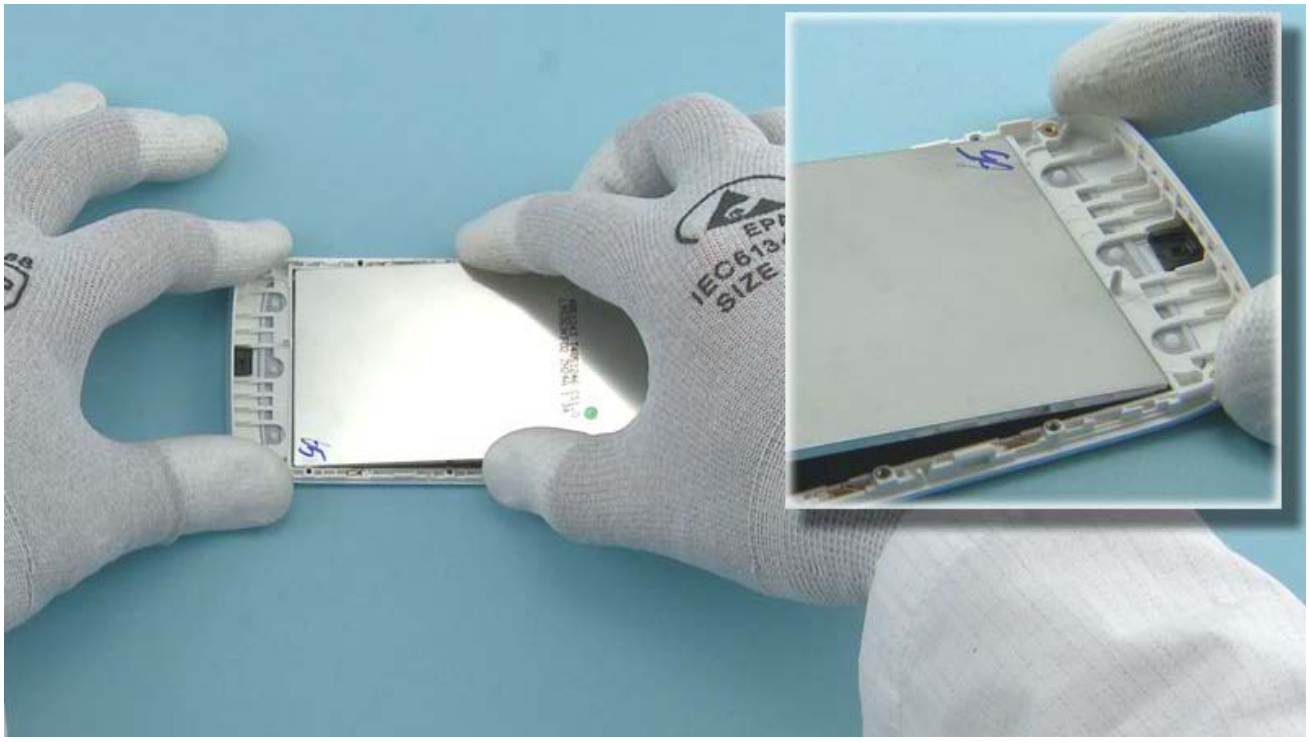
Press the DISPLAY GASKET gently.



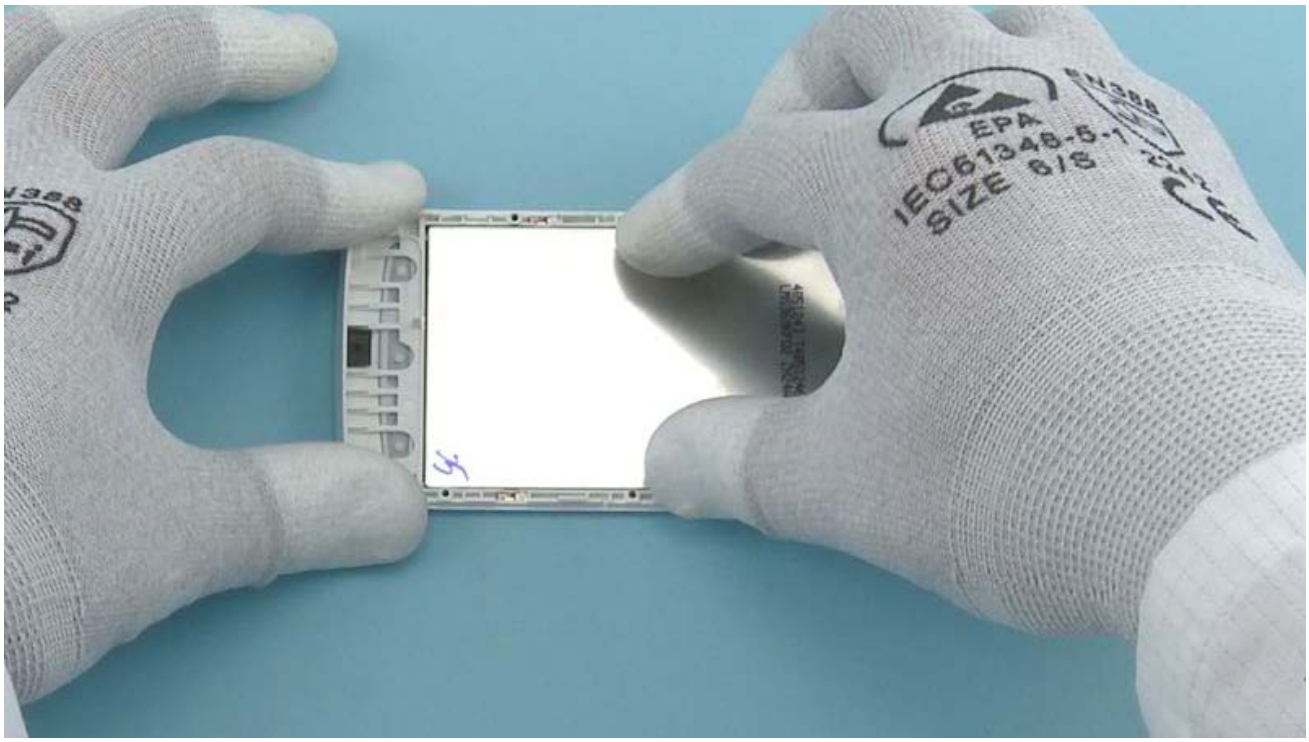
Remove the protective film. Check that the DISPLAY GASKET is not visible from the front side of the A-COVER.



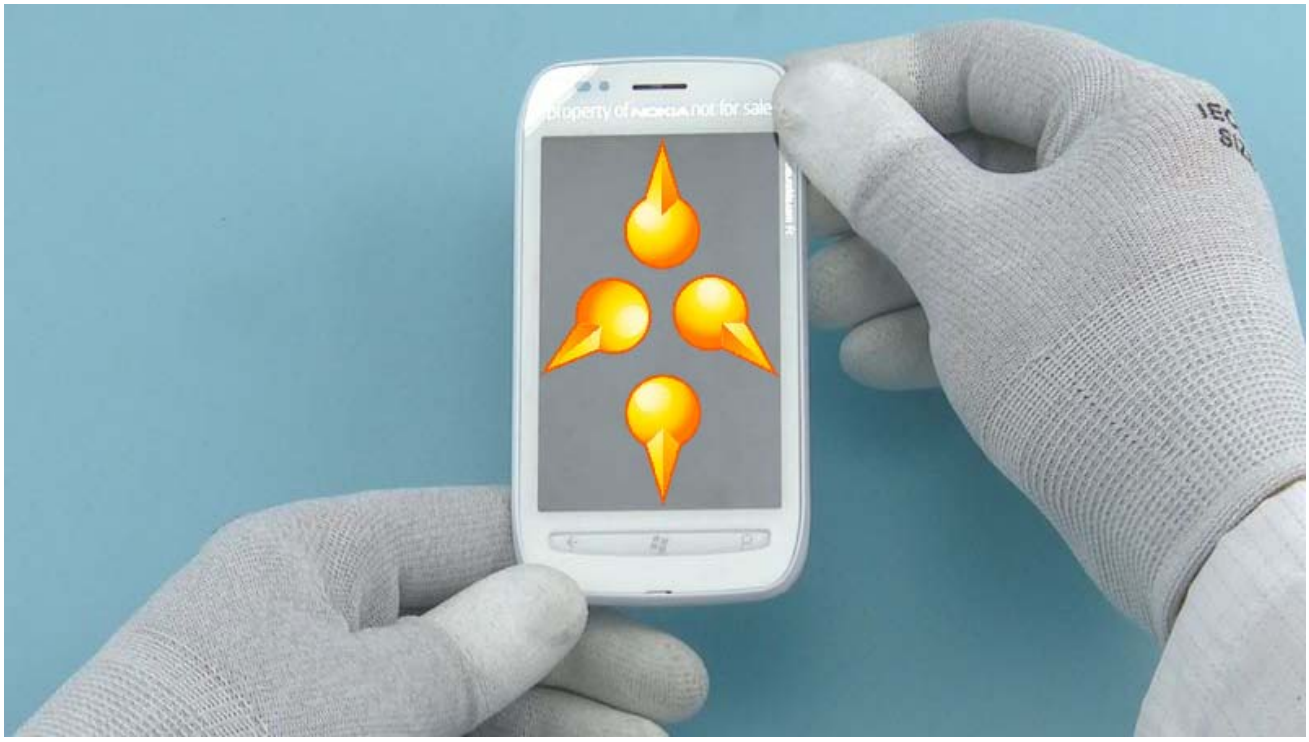
Remove the DISPLAY protective film.



Place the bottom end of the DISPLAY to the A-COVER.

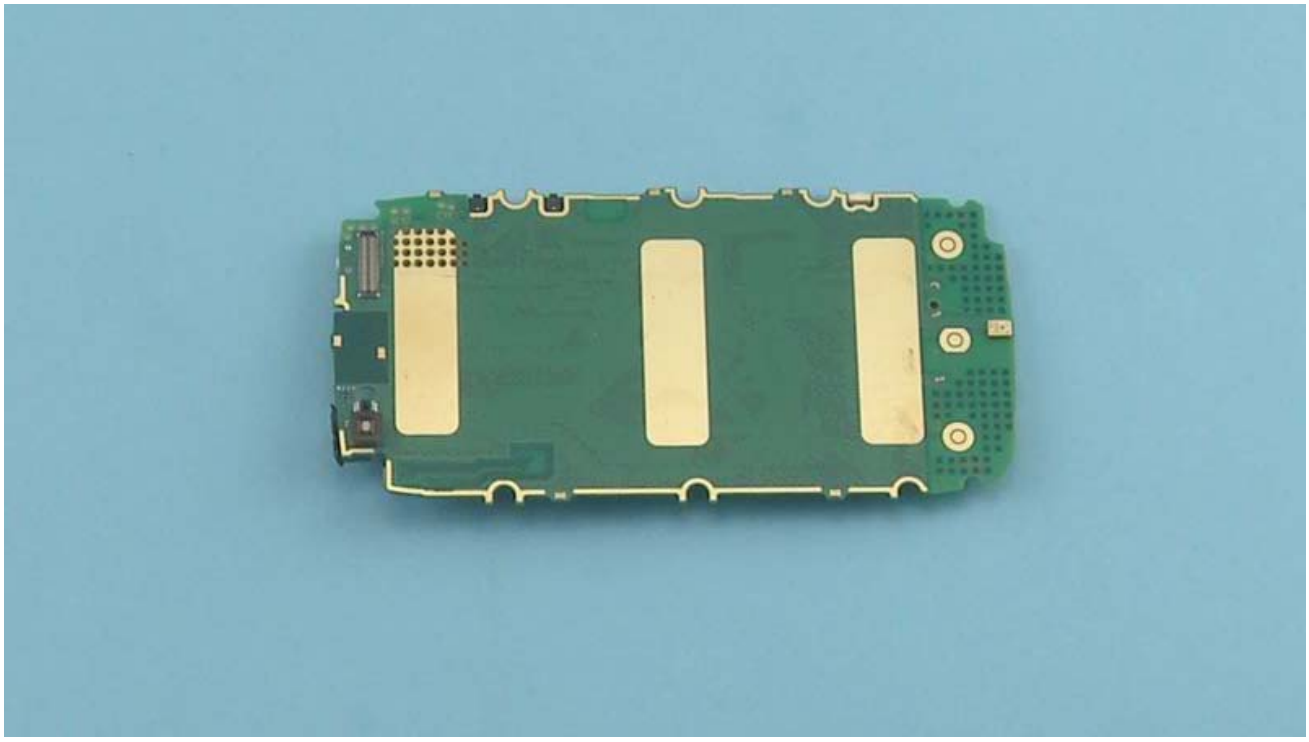


Lower down the top end of the DISPLAY and press the DISPLAY gently to activate the adhesive.

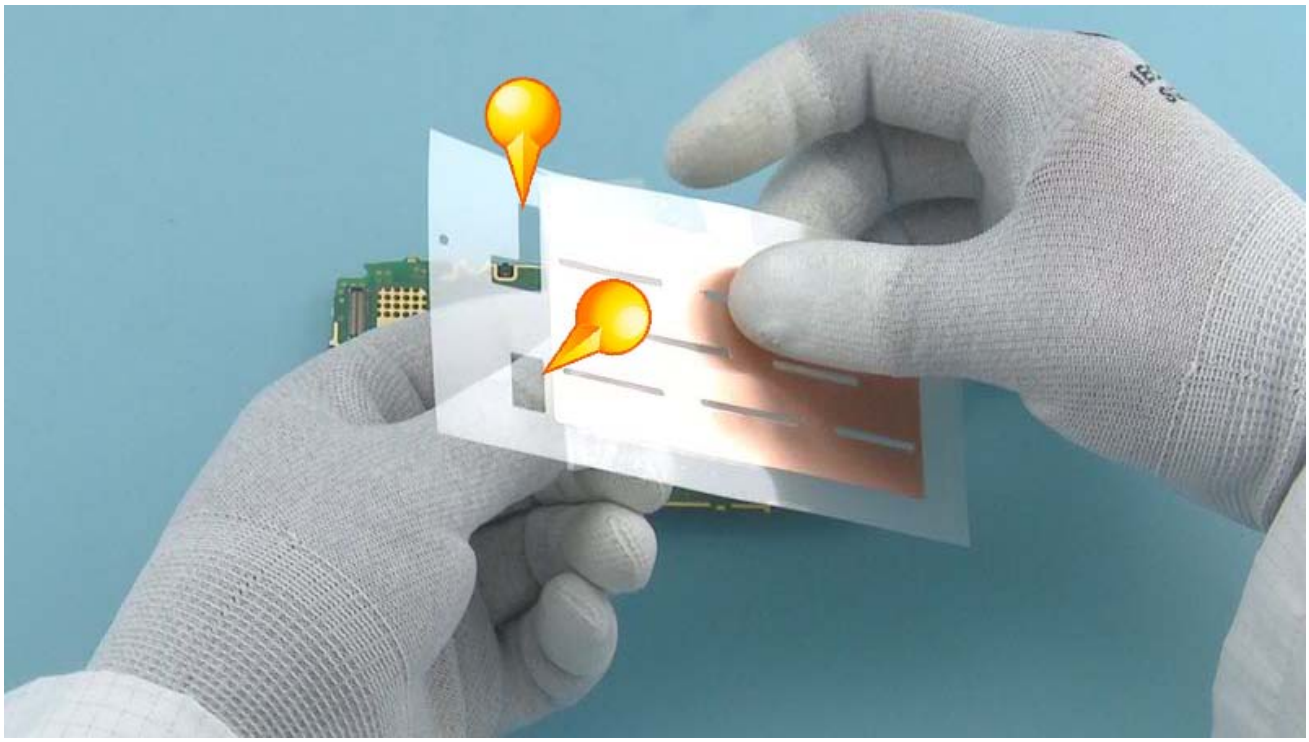


Check that the DISPLAY GASKET is not visible from the front side.

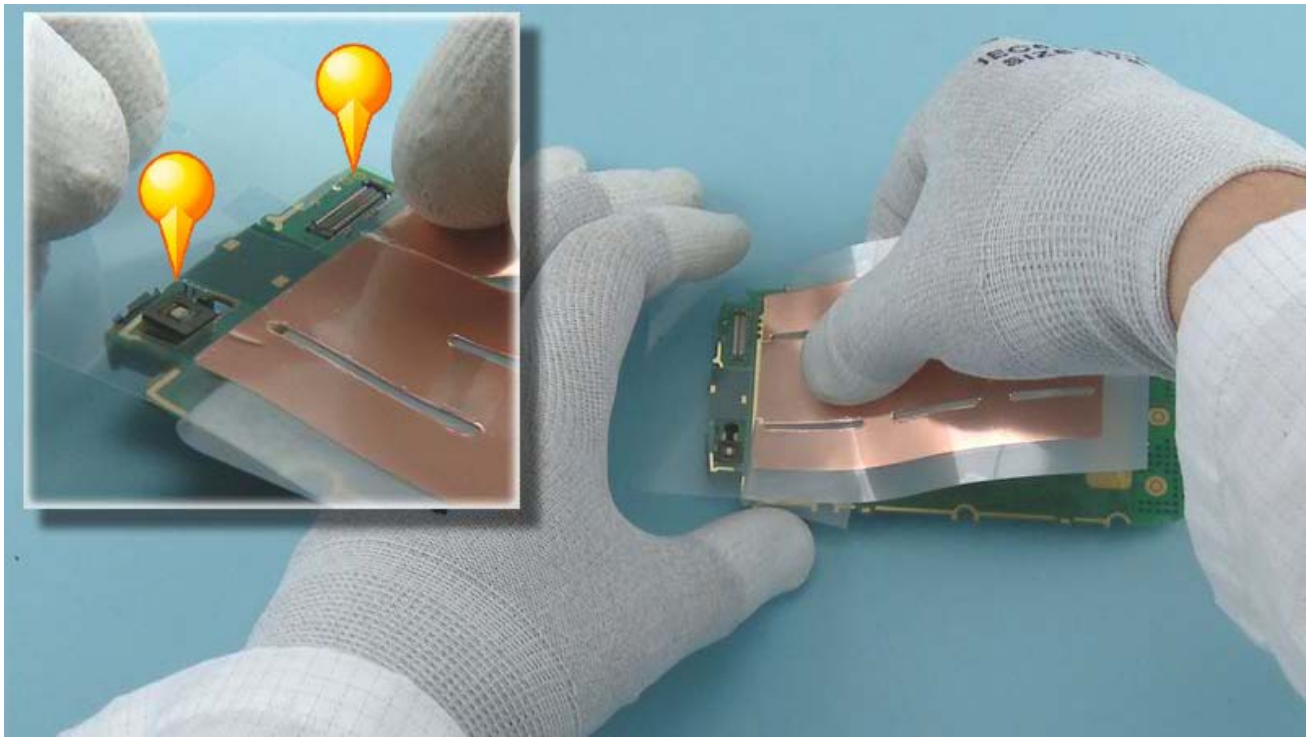
Assembling the DISPLAY CONDUCTIVE TAPE.



Before assembling the new DISPLAY CONDUCTIVE TAPE check that there is no adhesive residues on the ENGINE BOARD.

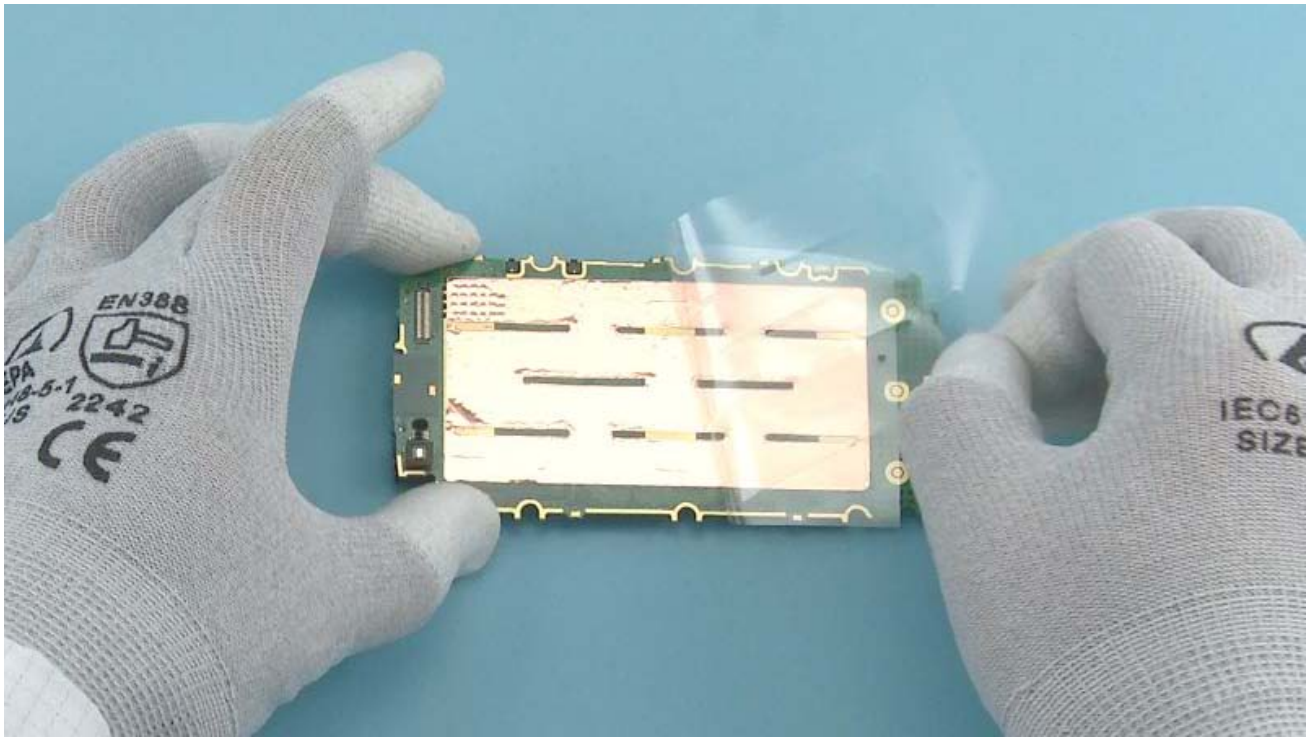


Peel off the protective film as shown to get access to the cut outs.



Align the cut outs with the DISPLAY connector and the Proximity sensor.

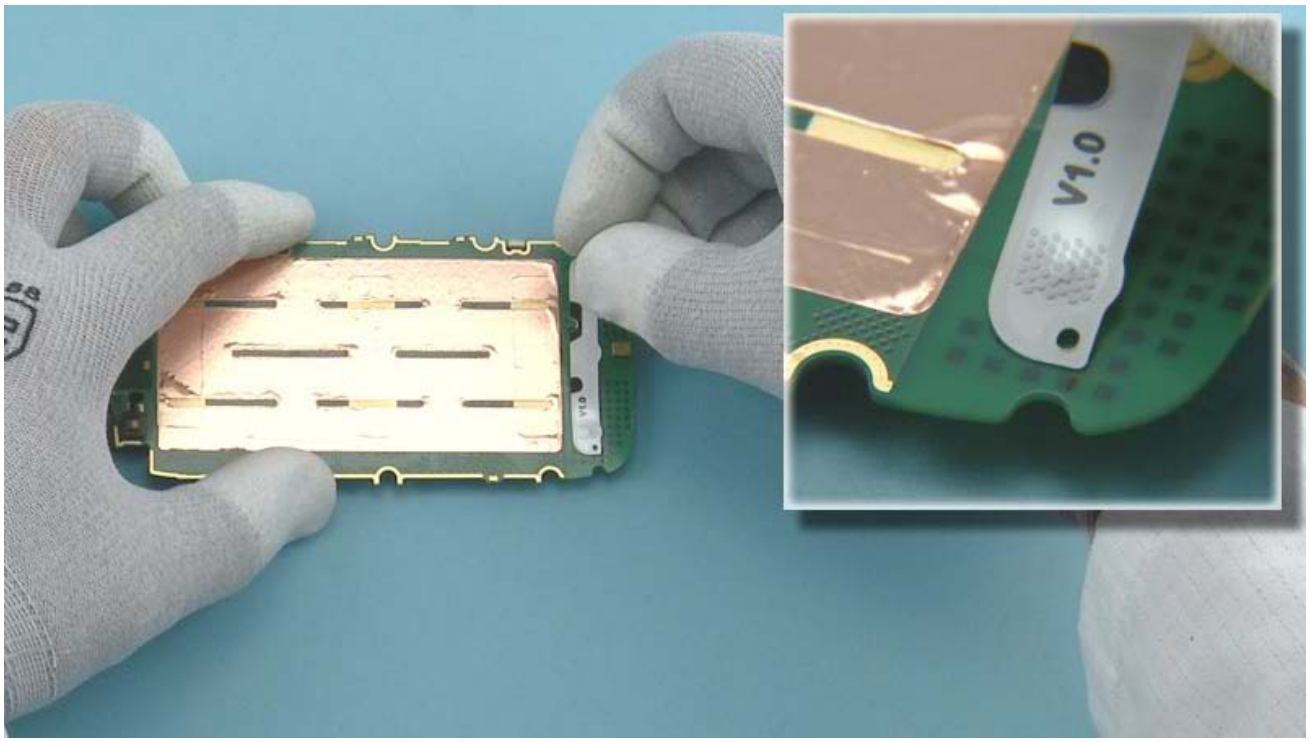
Carefully press the DISPLAY CONDUCTIVE TAPE and slowly remove the protective film. Make sure not to leave any air bubbles between the ENGINE BOARD and the DISPLAY CONDUCTIVE TAPE.



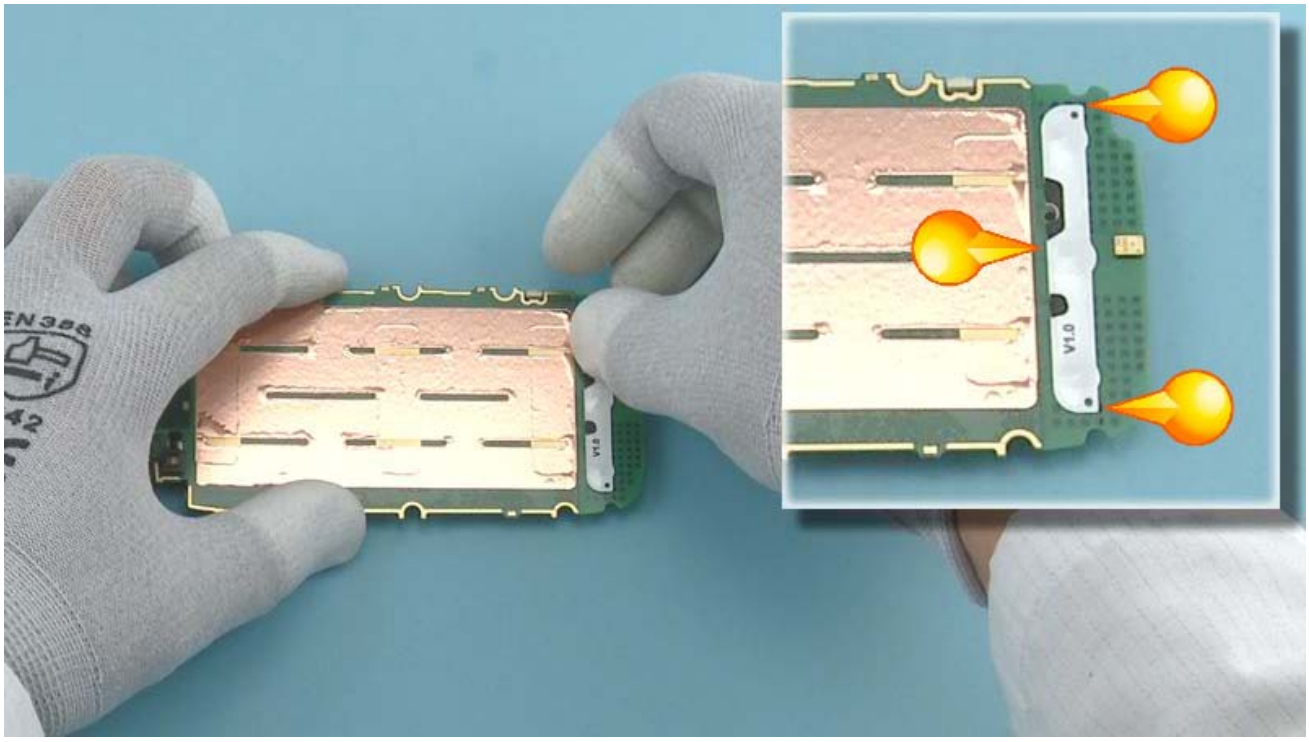
Remove the protective film and check the result.

Assembling the UI KEYMAT DOMESHEET.

Remove the UI KEYMAT DOMESHEET protective film.

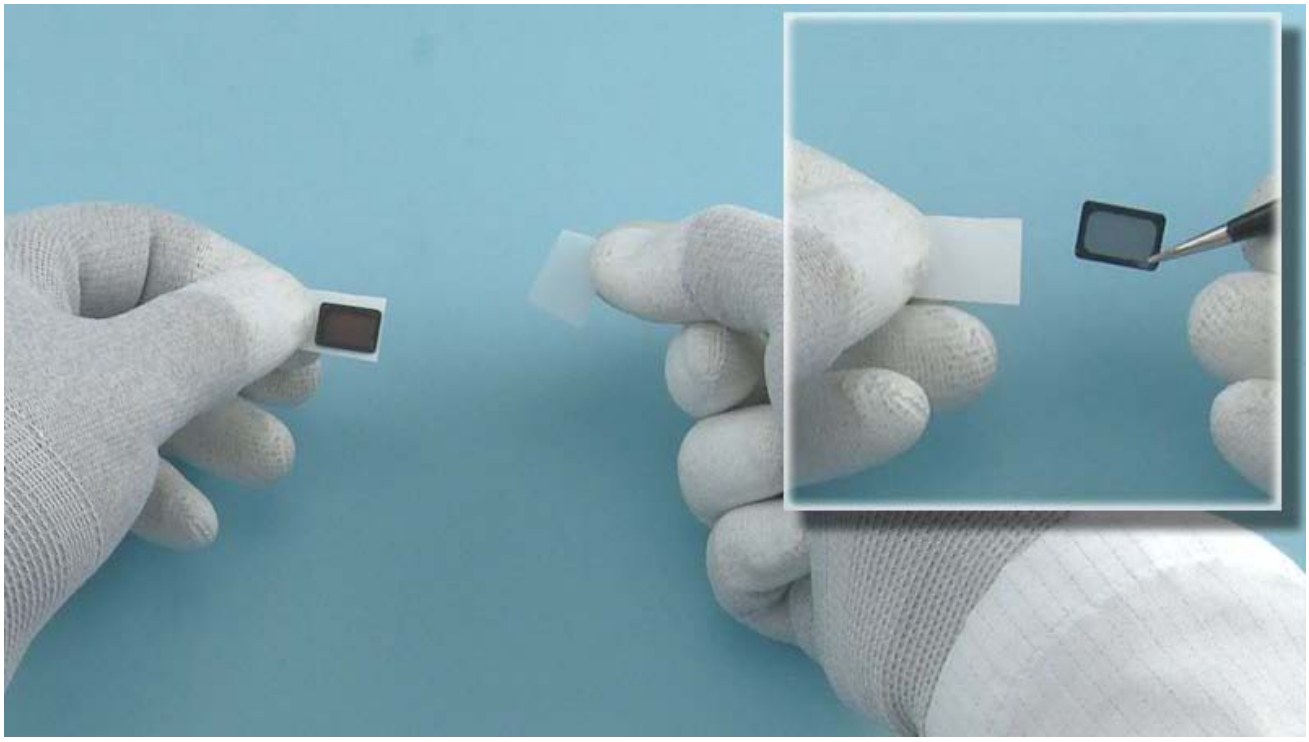


Place the UI KEYMAT DOMESHEET to the ENGINE BOARD. Align the UI KEYMAT DOMESHEET with the corner markings.

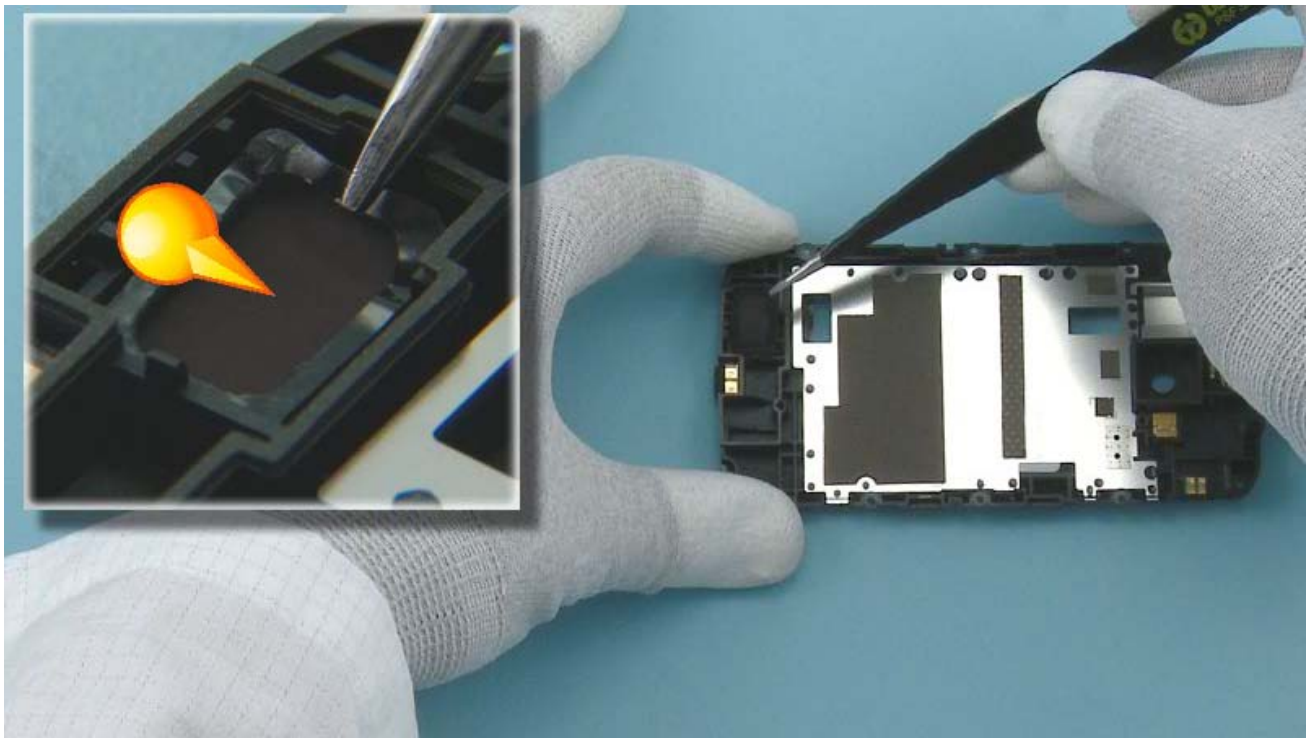


Press the UI KEYMAT DOMESHEET gently and check that it is aligned correctly.

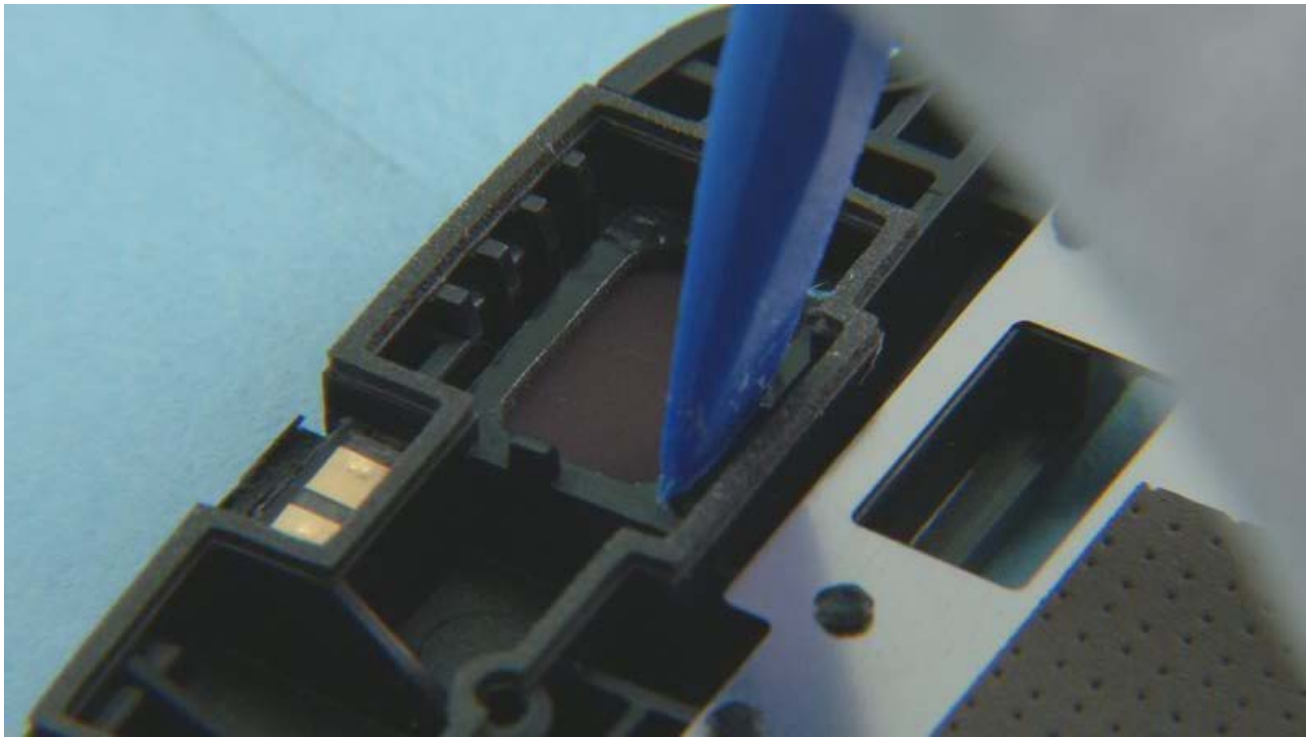
Assembling the IHF SPEAKER and the SPEAKER GASKET.



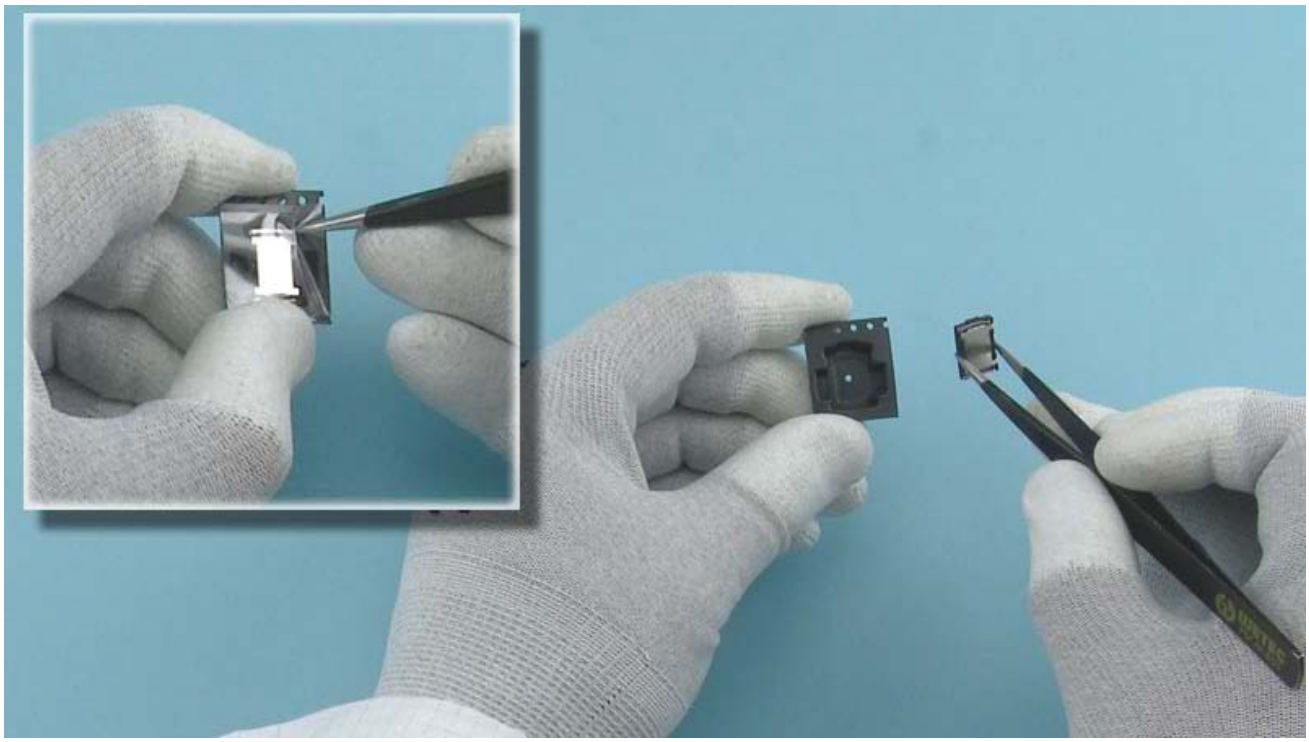
Remove the protective films from the SPEAKER GASKET.



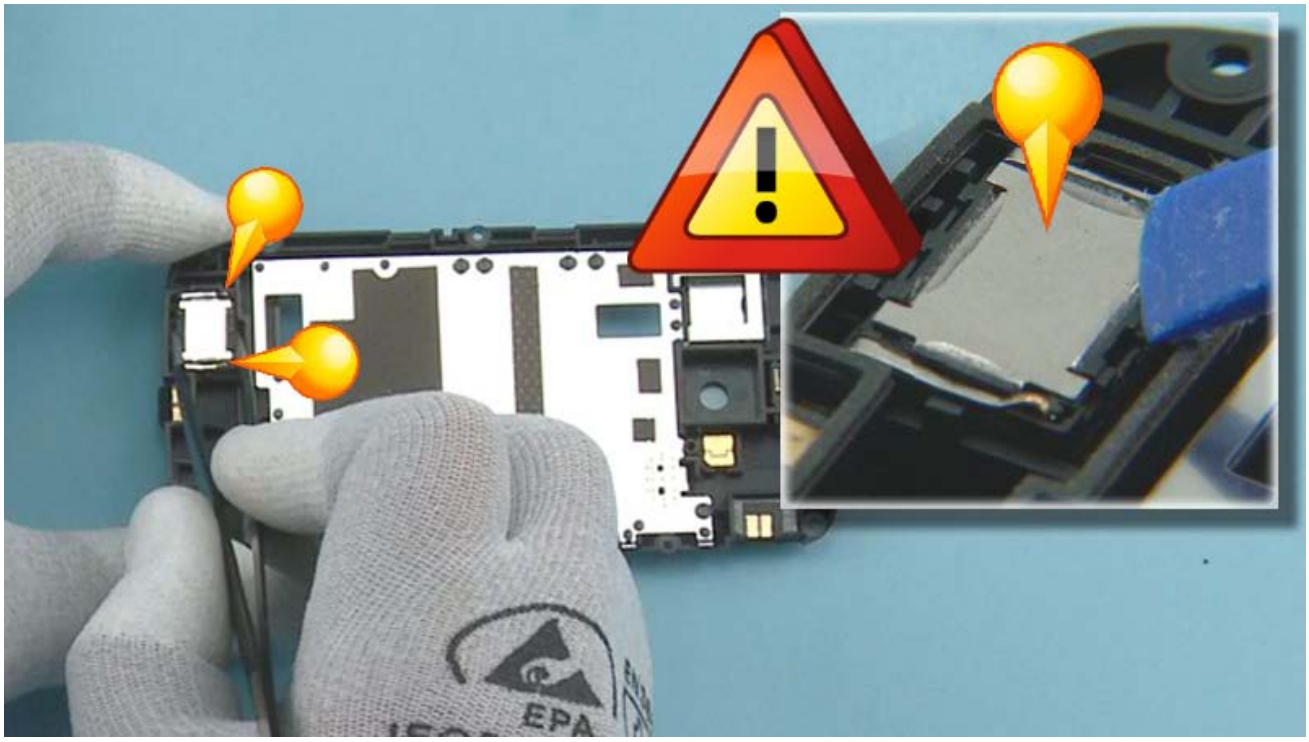
Place the SPEAKER GASKET to the MAIN CHASSIS. Make sure that the net side of the SPEAKER GASKET is attached to the MAIN CHASSIS.



Press the SPEAKER GASKET gently with the SS-93.

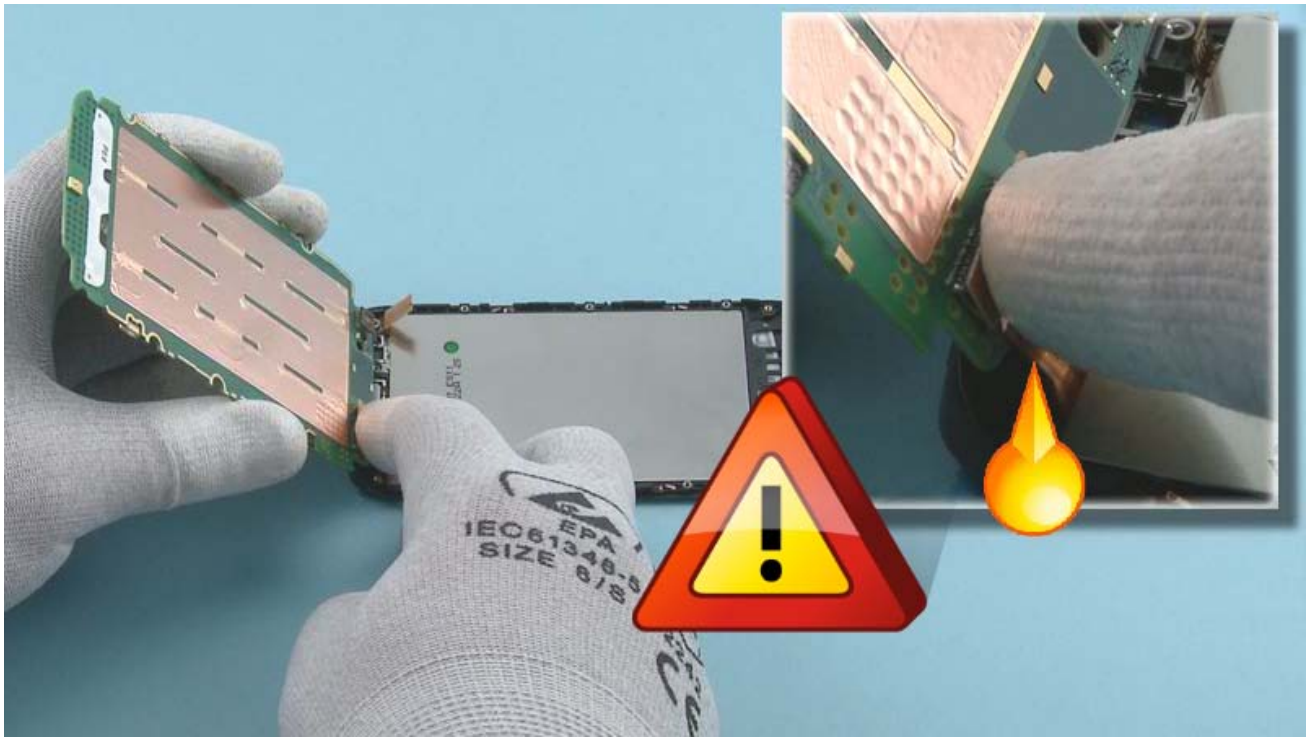


Remove the new IHF SPEAKER from its packaging.

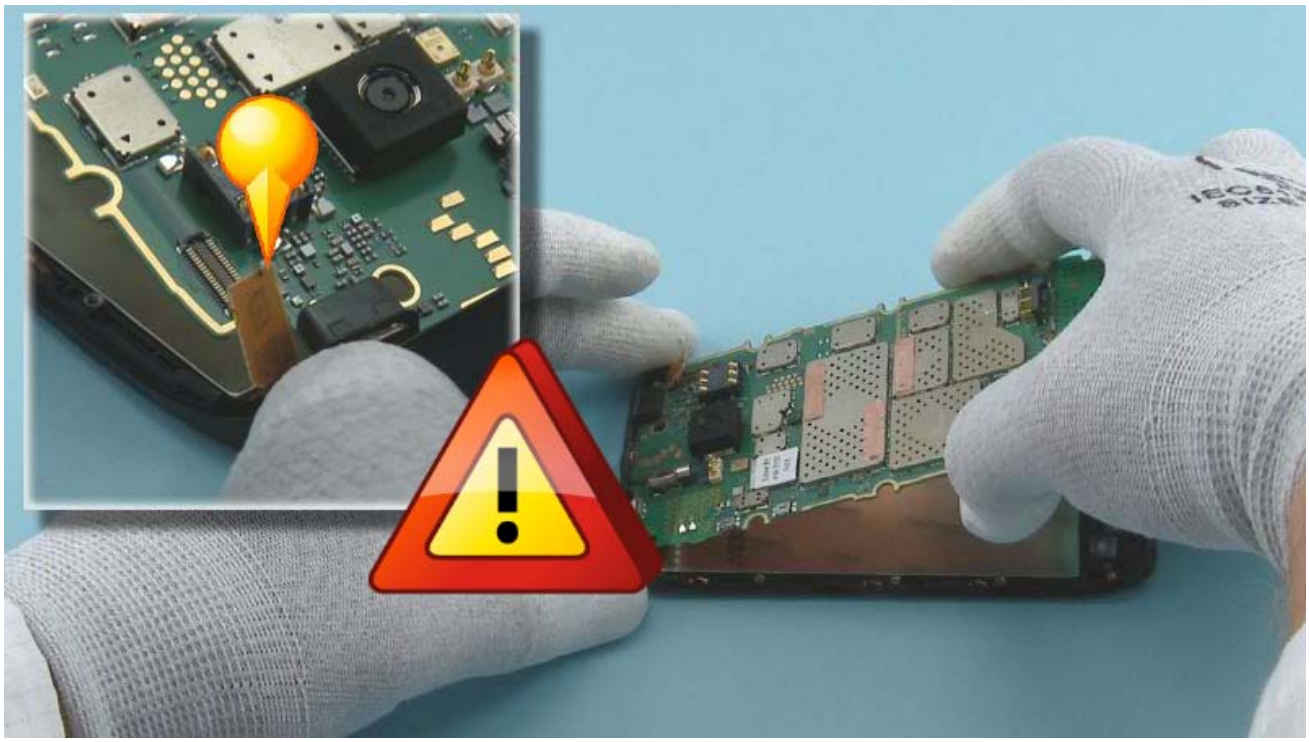


Place the IHF SPEAKER to the MAIN CHASSIS and check that the pins are aligned as shown. Press the IHF SPEAKER with the SS-93 to activate the adhesive. Be careful not to touch the center part of the IHF SPEAKER.

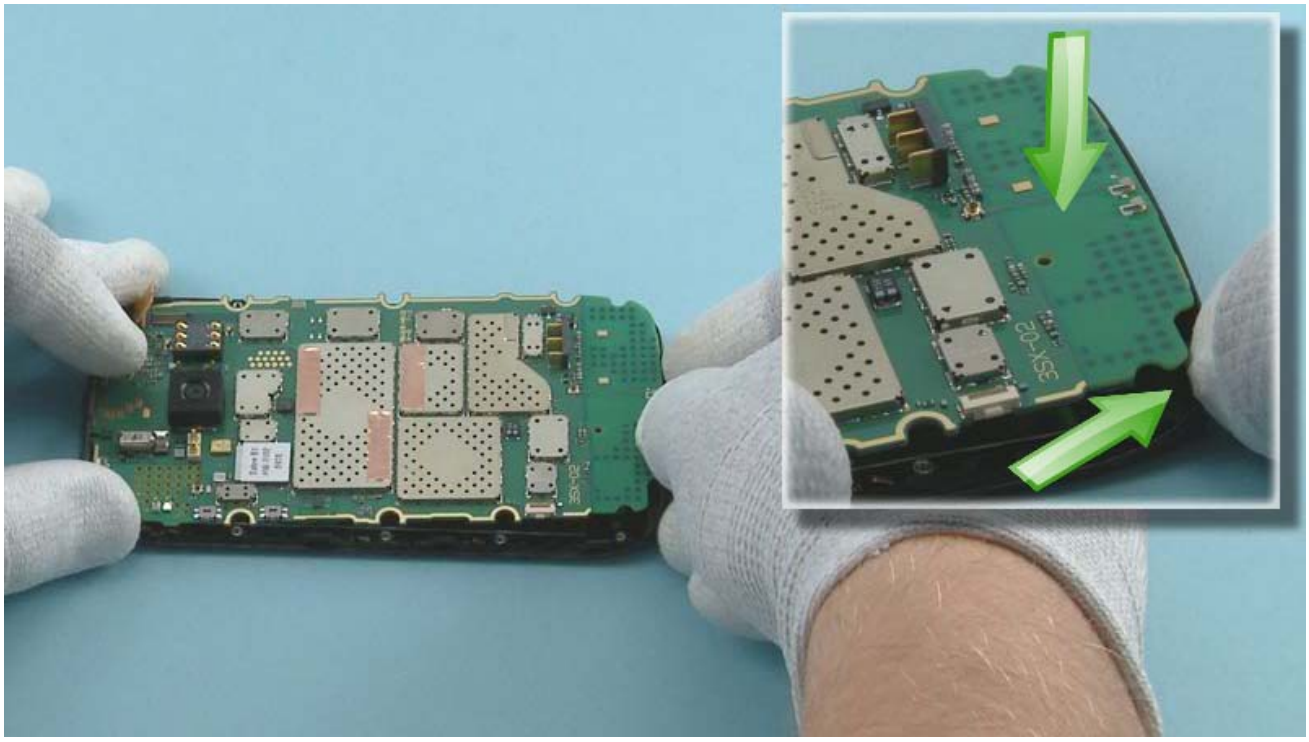
Assembling the ENGINE BOARD to the A-COVER ASSEMBLY.



Hold the ENGINE BOARD as shown and connect the DISPLAY CONNECTOR. Be careful not to bend the DISPLAY CONNECTOR flex!



Lower down the bottom end of the ENGINE BOARD. While turning the ENGINE BOARD be careful not to damage the TOUCH WINDOW connector!



Push the bottom end of the A-COVER to direction shown and gently push the ENGINE BOARD to its place.

Connect the TOUCH WINDOW connector with the SS-93. Be careful not to damage the connector or components nearby!

Fasten the eleven camera cross screws in the order shown to the torque of 10 Ncm.

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Service devices

CA-101 Service cable	BP-3L	AC-10 Travel charger
SS-278 Camera removal tool	Nokia Standard Toolkit (v2) For more information, refer to the Service Bulletin (SB-011) on Nokia Online. Supplier or manufacturer contacts for tool re-order can be found in “Recommended service equipment” document on Nokia Online.	

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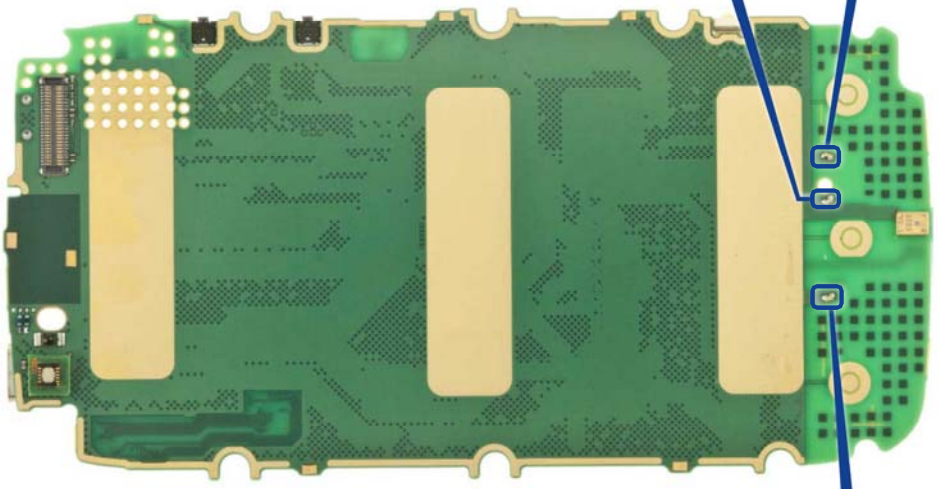
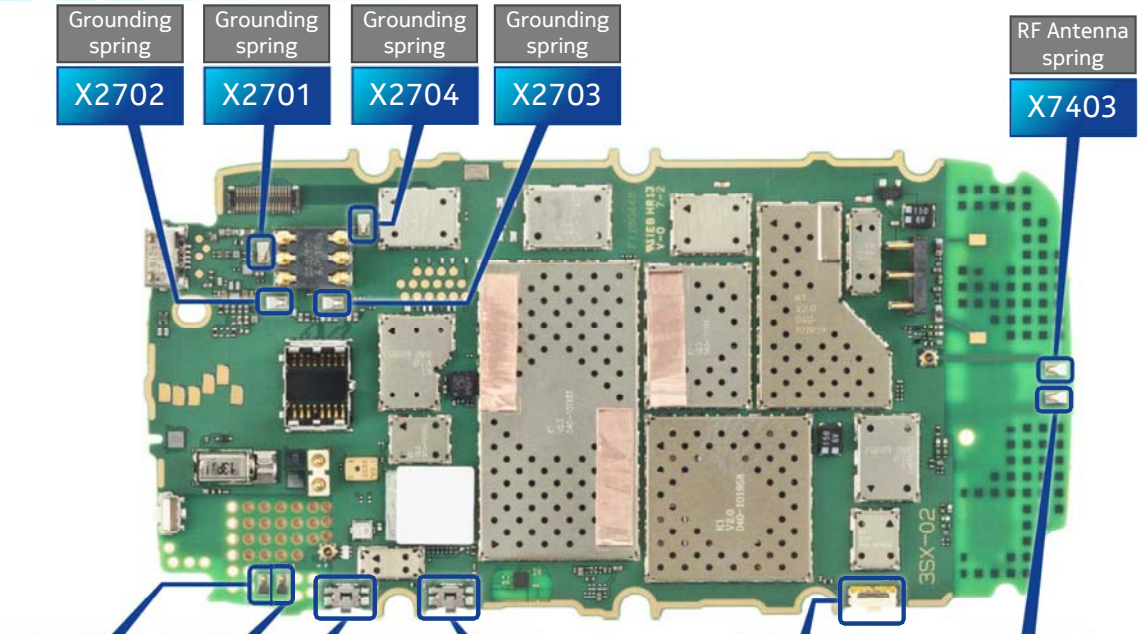
Solder components

TOP



BOTTOM



v1.0

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Product controls and interfaces

1 — Power key / Key lock button
2 — 3.5 mm AHJ connector
3 — Micro USB connector
4 — Earpiece
5 — Ambient light & proximity sensors
6 — Touch screen
7 — Back key
8 — Search key
9 — Start key
10 — Microphone
11 — Strap holder
12 — Camera
13 — LED flash
14 — Secondary microphone
15 — Volume keys
16 — Camera key
17 — Loudspeaker

Ver. 1.0

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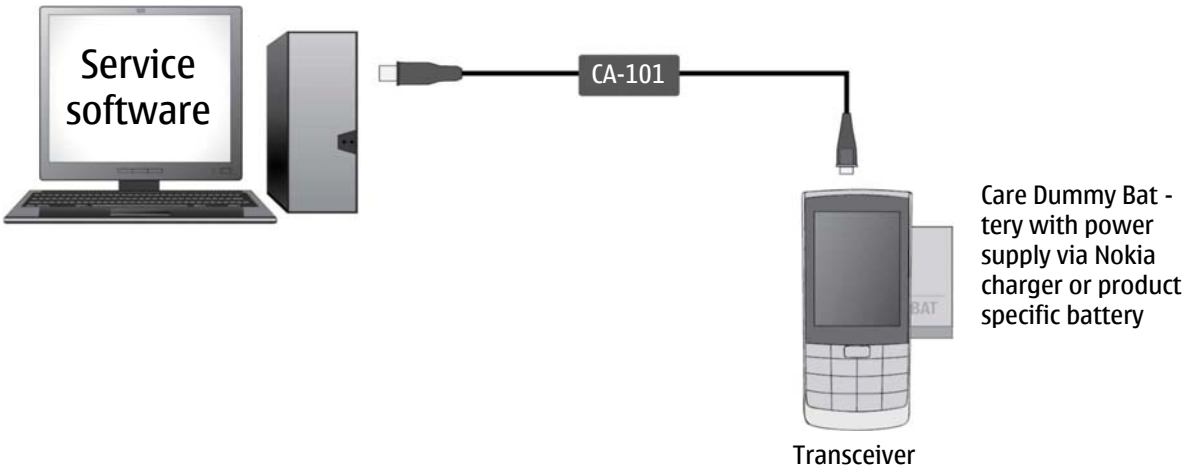
Flashing concept


Service software
CA-101
Care Dummy Bat - tery with power supply via Nokia charger or product specific battery
Transceiver

On Device Diagnostics Tool (ODDT)

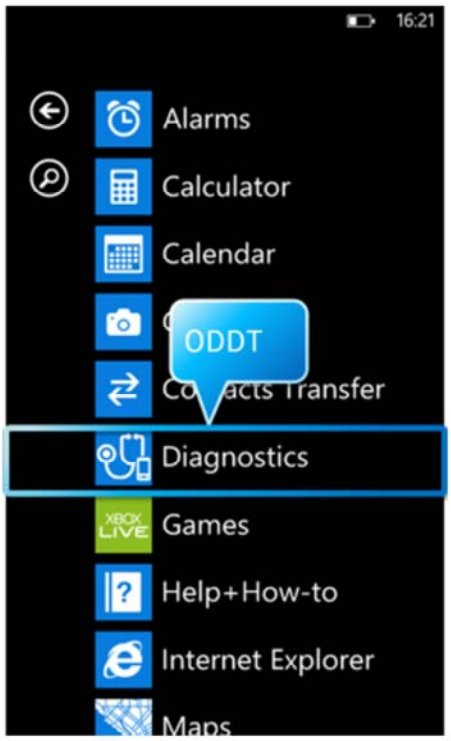
The ODDT is an app for performing basic device hardware troubleshooting at Nokia Care Points. The ODDT is not visible on retail phones and it is intended only for use by trained personnel at Nokia Care Points.

To install the ODDT:
1. Enter ##634# on the on-screen keypad
2. Diagnostics app appears in Apps list

To remove the ODDT:
1. Tap and hold Diagnostics
2. Tap uninstall

Note: always uninstall the tool before returning the phone to the consumer!

For more information on using the ODDT, see KICS TR2816.



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Hardware reset

If the phone hardware is jammed, you should first recommend that the consumer performs a hardware reset. The hardware reset does not reset the Windows Live ID or remove any consumer data.

To perform a hardware reset remove the battery and reinsert it. Boot up the phone normally.

Software / operating system (OS) reset

The software / operating system (OS) reset returns the phone to its out-of-the-box state. Note that this procedure erases all consumer data! Always first try to perform a hardware reset.

Option 1: About menu

- Use this option if the consumer knows the lock code
- This option warns the consumer about data loss!
- Tap Settings > About > reset your phone

Option 2: Hardware key combination

- Use this option if the phone is locked and the consumer does not know the code
- Note: no warning about data loss!
- Do not advertise this feature to consumers!

Follow next steps to perform OS reset with phone keys.

Step 1
Make sure the phone is turned Off. Press and hold the Volume down, Power and Camera keys

Step 2
When the phone vibrates release the Power key

Step 3
Keep holding the Volume down and Camera keys for another 5 seconds and then release the keys

Step 4
The phone will reset and boot up automatically

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Version history

Version	Date	Description
1.0	04.11.2011	Approved

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